

San Bernardino County Customer Service Survey

Final Report

Conducted for

San Bernardino County



by

ETC Institute

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Section 1

Executive Summary

EXECUTIVE SUMMARY

1.1 Purpose

ETC Institute administered a survey to residents of San Bernardino County, California, during October 2003. The purpose of the survey was to provide County leaders with an objective assessment of County services. The survey data analysis provided in this report will be used by County leaders to better understand the needs of residents and to help set priorities for the County.

This report contains:

- a summary of the methodology and major findings,
- charts and graphs of survey data,
- tabular data for each question on the survey by County and by Supervisorial District, and
- a copy of the survey instrument.

1.2 Methodology

ETC Institute worked with San Bernardino County staff to identify major issues, outline the research design strategy, and finalize the sampling plan. This process ensured that all members of our consulting team and County staff had the same understanding of the goals and objectives for the project.

The survey was administered by phone in both English and Spanish. The goal of this project was to collect data from a stratified random sample of 1,920 San Bernardino County residents. A minimum of 384 residents were to be surveyed in each of the County's five Supervisorial Districts.

The actual number of completed surveys was 2,015. At least 400 surveys were completed in each of the County's five Supervisorial Districts. The overall survey results for San Bernardino County have a 95% level of confidence with a precision of at least +/- 2.2%. The results for each Supervisorial District have a 95% level of confidence with a precision of at least +/- 5.0%.

1.3 Survey Design

The survey instrument was designed to provide objective feedback on four major topical areas for San Bernardino County collectively and for the five Supervisorial Districts individually. The topical areas included:

- access to County information and service utilization
- assessment of County services
- image and identity
- respondent demographic characteristics

The assessment of County services made up the most significant portion of the survey. For each service, County residents were asked to respond to three fundamental issues:

- level of familiarity with County organization,
- value of the services provided, and
- desire to spend “less, the same, or more” County taxes for the service.

Interpretation of Graphs. The data presented in the graphs of this report generally exclude “don’t know” responses. However, since “don’t know” responses can be important in assessing County services, the percentage of “don’t know” responses are provided with the Crosstabs in Section 4 of this report. The phrase “excludes don’t know responses” indicates that percentages shown do not include such responses in the calculation of the percentage.

1.4 Major Findings

Major findings of the survey are summarized on the following pages.

San Bernardino County

- **Familiarity with County Services.** Familiarity with County services ranged from 43% to 84%, based upon the combined percentage of “Very Familiar” and “Somewhat Familiar” responses. County residents were most familiar with the Libraries (84%), Sheriff (77%), Road Maintenance (74%), Public Health (73%) and Elections (73%). Residents were least familiar with Auditor/Recorder (43%), Assessor (46%) and Veteran’s Affairs (48%).
- **Perceived Value of County Services.** The value of services provided by County organizations ranged from a low of 52% to a high of 89% based upon the combined percentage of “Excellent” and “Good” responses. County organizations receiving the highest ratings were Museums (89%), Libraries (88%) and Elections/Registrar of Voters (87%). County organizations that received the lowest ratings were Road Maintenance (52%), Veteran’s Affairs (72%) and Probation (73%).
- **Level of Spending for County Services.** For most County organizations, the majority of residents supported spending the same amount of County taxes that is currently allocated. On average, 21% of the respondents would spend “More” on services provided by County organizations, 63% would spend the “Same,” and 16% would spend “Less.” County organizations receiving the greatest support for “More” County funding included Veteran Affairs (47%), Libraries (39%), Public Health (34%), Road Maintenance (30%) and

Museums (27%). Organizations that had the greatest support for “Less” County funding included Treasurer-Tax Collector (7%), Assessor (9%) and Auditor/Recorder (11%).

- **Utilization of County Services.** Nearly 70% of the respondents had used services from at least one of the County organizations in the past 12 months. County organizations with the highest rate of service utilization were Libraries (36%), Elections (25%), and Sheriff (17%). County organizations with the lowest rate of service utilization were Public Defender (3%), Probation (3%) and Veteran’s Affairs (6%).
- **Safe from Crime.** Approximately 78% of the residents reported feeling “Very Safe” or “Somewhat Safe” from crime in San Bernardino County. 21% reported feeling “Somewhat Unsafe” or “Very Unsafe” and 1% did not have an opinion.
- **Protection from Fire.** 83% of residents indicated that the County provided adequate protection from fires, 13% did not feel fire protection was adequate and 4% had no opinion.
- **Knowing Which County Agency to Contact.** Respondents were asked how confident they were in contacting the appropriate County agency for assistance with a particular problem; 22% reported being “Very Confident,” 54% “Confident,” and 24% were “Not Confident.”
- **Responsiveness of the County.** Nearly three-fourths (71%) of those surveyed thought the County would be “Very Responsive” or “Somewhat Responsive” if they had a problem, 16% thought the County would “Unresponsive” and 13% did not have an opinion.

Respondent Demographic Characteristics

- **Length of Residence.** Approximately 35% of survey respondents had lived in San Bernardino County for more than 20 years, 46% had lived in the County from 5 to 20 years and 19% of the respondents had lived in the County for less than 5 years.
- **Location of Employment.** Of the survey respondents who were employed, 68% were employed in San Bernardino County, 8% were employed in their home, and 25% worked outside of the County.

Section 2

Assessment of Services

ASSESSMENT of SERVICES

2.00 Assessment of Specific Services

Residents were asked three basic questions regarding the services provided by sixteen different County organizations. These questions included:

- (1) How familiar the respondent was with the services provided by the County organization,
- (2) How the respondent would rate the value of the services based upon the annual dollar amount households contributed through County taxes, and
- (3) Whether the respondent would spend “Less,” the “Same,” or “More” in County taxes for the services provided by the County organization.

As a basis for comparison, averages for these three questions across all County organizations may be informative.

Familiarity with services across all County organizations was 61%, based upon the combined percentage of “Very Familiar” and “Somewhat Familiar” responses.

Value of services across all County organizations was 78%, based upon the combined percentage of “Excellent” and “Good” responses.

Spending levels across all County organizations indicated 63% would spend the “Same,” 21% would spend “More” and 16% would spend “Less.”

The following pages address these questions for each of the sixteen County organizations included in the survey.

2.01 Arrowhead Regional Medical Center

Familiarity. Overall, 54% of the residents surveyed were “Very” or “Somewhat Familiar” with Arrowhead Regional Medical Center. The level of familiarity with Arrowhead Medical Center ranged from a low of 47% in District 4 to a high of 64% in District 5.

Value of Services. Overall, 81% of those surveyed who had an opinion rated the value of services provide by Arrowhead Medical Center as “Excellent” or “Good.” The ratings for Arrowhead Medical Center ranged from a low of 78% in District 1 to a high of 83% in District 3.

Changes in Spending. The majority (59%) of residents who had an opinion supported spending the “Same” amount of County taxes currently allocated for Arrowhead Regional Medical Center services.

- **Support for “More” Spending.** The overall percentage of county residents who supported “More” spending for Arrowhead Regional Medical Center services was 23%. Residents of District 1 were the most likely to support “More” Spending (25%). Residents of District 4 were the least likely to support “More” Spending (19%).
- **Support for “Less” Spending.** The overall percentage of county residents who supported “Less” spending for Arrowhead Regional Medical Center services was 19%. Residents of District 4 were the most likely to support “Less” Spending (22%). Residents of District 3 were the least likely to support “Less” Spending (13%).

2.02 Assessor

Familiarity. Overall, 46% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Assessor. The level of familiarity with the Assessor ranged from a low of 38% in District 5 to a high of 54% in District 3.

Value of Services. Overall, 81% of those surveyed who had an opinion rated the value of services provided by the Assessor as “Excellent” or “Good.” The ratings for the Assessor ranged from a low of 71% in District 1 to a high of 79% in District 3 and District 4.

Changes in Spending. The majority of residents (66%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Assessor services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Assessor services was 9%. Residents of District 5 were the most likely to support “More” spending (12%). Residents of District 4 were the least likely to support “More” spending (5%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Assessor services was 25%. Residents of District 1 were the most likely to support “Less” spending (29%). Residents of District 3 were the least likely to support “Less” spending (22%).

2.03 Auditor-Recorder

Familiarity. Overall, 43% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Auditor-Recorder. The level of familiarity with the Auditor-Recorder ranged from a low of 40% in District 4 and District 5 to a high of 48% in District 2.

Value of Services. Overall, 83% of those surveyed who had an opinion rated the value of services provided by the Auditor-Recorder as “Excellent” or “Good.” The ratings for the Auditor-Recorder ranged from a low of 78% in District 1 to a high of 86% in District 4.

Changes in Spending. The majority of residents (71%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Auditor-Recorder services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Auditor-Recorder services was 11%. Residents of District 5 were the most likely to support “More” spending (14%). Residents of District 4 were the least likely to support “More” spending (7%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Auditor-Recorder services was 18%. Residents of District 2 were the most likely to support “Less” spending (20%). Residents of District 5 were the least likely to support “Less” spending (14%).

2.04 Coroner

Familiarity. Overall, 53% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Coroner. The level of familiarity with the Coroner ranged from a low of 43% in District 5 to a high of 59% in District 1.

Value of Services. Overall, 83% of those surveyed who had an opinion rated the value of services provided by the Coroner as “Excellent” or “Good.” The ratings for the Coroner ranged from a low of 81% in District 2 to a high of 85% in District 4.

Changes in Spending. The majority of residents (72%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Coroner services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Coroner services was 16%. Residents of District 5 were the most likely to support “More” spending (21%). Residents of District 4 were the least likely to support “More” spending (11%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Coroner services was 12%. Residents of District 4 were the most likely to support “Less” spending (17%). Residents of District 5 were the least likely to support “Less” spending (8%).

2.05 District Attorney

Familiarity. Overall, 63% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the District Attorney. The level of familiarity with the District Attorney ranged from a low of 58% in District 5 to a high of 68% in District 3.

Value of Services. Overall, 74% of those surveyed who had an opinion rated the value of services provided by the District Attorney as “Excellent” or “Good.” The ratings for the District Attorney ranged from a low of 68% in District 1 to a high of 79% in District 4.

Changes in Spending. The majority of residents (61%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for District Attorney services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for District Attorney services was 13%. Residents of District 2 and District 3 were the most likely to support “More” spending (15%). Residents of District 1 were the least likely to support “More” spending (9%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for District Attorney services was 26%. Residents of District 1 were the most likely to support “Less” spending (30%). Residents of District 2 were the least likely to support “Less” spending (22%).

2.06 Libraries

Familiarity. Overall, 84% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Libraries. The level of familiarity with the Libraries ranged from a low of 78% in District 5 to a high of 87% in District 4.

Value of Services. Overall, 88% of those surveyed who had an opinion rated the value of services provided by the Libraries as “Excellent” or “Good.” The ratings for the Libraries ranged from a low of 82% in District 1 to a high of 91% in District 4.

Changes in Spending. The majority of residents (53%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Library services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Library services was 39%. Residents of District 2 were the most likely to support “More” spending (44%). Residents of District 5 were the least likely to support “More” spending (37%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Library services was 8%. Residents of District 1 were the

most likely to support “Less” spending (10%). Residents of District 2 and District 3 were the least likely to support “Less” spending (6%).

2.07 Museum

Familiarity. Overall, 58% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Museum. The level of familiarity with the Museum ranged from a low of 52% in District 1 to a high of 64% in District 3.

Value of Services. Overall, 89% of those surveyed who had an opinion rated the value of services provided by the Museum as “Excellent” or “Good.” The ratings for the Museum ranged from a low of 85% in District 1 to a high of 93% in District 4.

Changes in Spending. The majority of residents (65%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Museum services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Museum services was 27%. Residents of District 2 and District 3 and District 5 were the most likely to support “More” spending (29%). Residents of District 4 were the least likely to support “More” spending (22%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Museum services was 8%. Residents of District 1 were the most likely to support “Less” spending (10%). Residents of District 2 and District 3 were the least likely to support “Less” spending (6%).

2.08 Probation

Familiarity. Overall, 52% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with Probation. The level of familiarity with Probation ranged from a low of 48% in District 5 to a high of 55% in District 1.

Value of Services. Overall, 73% of those surveyed who had an opinion rated the value of services provided by Probation as “Excellent” or “Good.” The ratings for Probation ranged from a low of 68% in District 1 to a high of 75% in District 2 and District 5.

Changes in Spending. The majority of residents (63%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Probation services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Probation services was 15%. Residents of District 2 were the most likely to support “More” spending (18%). Residents of District 4 were the least likely to support “More” spending (9%).

- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Probation services was 22%. Residents of District 4 were the most likely to support “Less” spending (25%). Residents of District 3 were the least likely to support “Less” spending (20%).

2.09 Public Defender

Familiarity. Overall, 59% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Public Defender. The level of familiarity with the Public Defender ranged from a low of 53% in District 5 to a high of 64% in District 4.

Value of Services. Overall, 76% of those surveyed who had an opinion rated the value of services provided by the Public Defender as “Excellent” or “Good.” The ratings for the Public Defender ranged from a low of 69% in District 1 to a high of 81% in District 4.

Changes in Spending. The majority of residents (64%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Public Defender services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Public Defender services was 15%. Residents of District 2 were the most likely to support “More” spending (19%). Residents of District 1 were the least likely to support “More” spending (12%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Public Defender services was 21%. Residents of District 1 were the most likely to support “Less” spending (24%). Residents of District 5 were the least likely to support “Less” spending (19%).

2.10 Public Health

Familiarity. Overall, 73% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with Public Health. The level of familiarity with Public Health ranged from a low of 70% in District 5 to a high of 75% in District 3.

Value of Services. Overall, 79% of those surveyed who had an opinion rated the value of services provided by Public Health as “Excellent” or “Good.” The ratings for Public Health ranged from a low of 76% in District 1 to a high of 84% in District 4.

Changes in Spending. The majority of residents (55%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Public Health services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Public Health services was 34%. Residents of District 2

were the most likely to support “More” spending (39%). Residents of District 1 and District 4 were the least likely to support “More” spending (29%).

- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Public Health services was 11%. Residents of District 1 were the most likely to support “Less” spending (14%). Residents of District 2 and District 3 were the least likely to support “Less” spending (9%).

2.11 Elections/Registrar of Voters

Familiarity. Overall, 73% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with Elections. The level of familiarity with Elections ranged from a low of 69% in District 5 to a high of 78% in District 3.

Value of Services. Overall, 87% of those surveyed who had an opinion rated the value of services provided by Elections as “Excellent” or “Good.” The ratings for Elections ranged from a low of 84% in District 1 and District 2 to a high of 90% in District 4.

Changes in Spending. The majority of residents (75%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Election services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Election services was 12%. Residents of District 5 were the most likely to support “More” spending (14%). Residents of District 4 were the least likely to support “More” spending (9%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Election services was 13%. Residents of District 1 were the most likely to support “Less” spending (15%). Residents of District 3 and District 5 were the least likely to support “Less” spending (12%).

2.12 Road Maintenance

Familiarity. Overall, 58% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with Road Maintenance. The level of familiarity with Road Maintenance ranged from a low of 67% in District 5 to a high of 79% in District 1.

Value of Services. Overall, 52% of those surveyed who had an opinion rated the value of services provided by Road Maintenance as “Excellent” or “Good.” The ratings for Road Maintenance ranged from a low of 44% in District 1 to a high of 64% in District 4.

Changes in Spending. The majority of residents (53%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Road Maintenance services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Road Maintenance services was 30%. Residents of District 2 were the most likely to support “More” spending (35%). Residents of District 4 were the least likely to support “More” spending (23%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Road Maintenance services was 17%. Residents of District 1 were the most likely to support “Less” spending (22%). Residents of District 3 were the least likely to support “Less” spending (14%).

2.13 Sheriff

Familiarity. Overall, 77% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Sheriff. The level of familiarity with the Sheriff ranged from a low of 71% in District 5 to a high of 81% in District 3.

Value of Services. Overall, 80% of those surveyed who had an opinion rated the value of services provided by the Sheriff as “Excellent” or “Good.” The ratings for the Sheriff ranged from a low of 75% in District 1 to a high of 84% in District 2.

Changes in Spending. The majority of residents (58%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Sheriff services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Sheriff services was 23%. Residents of District 2 were the most likely to support “More” spending (30%). Residents of District 4 were the least likely to support “More” spending (14%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Sheriff services was 19%. Residents of District 4 were the most likely to support “Less” spending (25%). Residents of District 2 were the least likely to support “Less” spending (15%).

2.14 Veteran’s Affairs

Familiarity. Overall, 48% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with Veteran’s Affairs. The level of familiarity with Veteran’s Affairs ranged from a low of 43% in District 5 to a high of 54% in District 1.

Value of Services. Overall, 72% of those surveyed who had an opinion rated the value of services provided by Veteran’s Affairs as “Excellent” or “Good.” The ratings for Veteran’s Affairs ranged from a low of 66% in District 5 to a high of 75% in District 4.

Changes in Spending. The majority of residents (48%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Veteran’s Affairs services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Veterans Affairs services was 47%. Residents of District 1 were the most likely to support “More” spending (52%). Residents of District 4 were the least likely to support “More” spending (39%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Veteran Affairs services was 5%. Residents of District 4 were the most likely to support “Less” spending (8%). Residents of District 2 and District 3 and District 5 were the least likely to support “Less” spending (4%).

2.15 Treasurer-Tax Collector

Familiarity. Overall, 65% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with the Treasurer. The level of familiarity with the Treasurer ranged from a low of 58% in District 5 to a high of 69% in District 1 and District 3.

Value of Services. Overall, 82% of those surveyed who had an opinion rated the value of services provided by the Treasurer as “Excellent” or “Good.” The ratings for the Treasurer ranged from a low of 81% in District 2 and District 5 to a high of 85% in District 3.

Changes in Spending. The majority of residents (76%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Treasurer services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Treasurer services was 7%. Residents of District 5 were the most likely to support “More” spending (10%). Residents of District 4 were the least likely to support “More” spending (4%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Treasurer services was 18%. Residents of District 2 and District 4 were the most likely to support “Less” spending (19%). Residents of District 1 were the least likely to support “Less” spending (16%).

2.16 Flood Control

Familiarity. Overall, 53% of the residents surveyed were “Very Familiar” or “Somewhat Familiar” with Flood Control. The level of familiarity with Flood Control ranged from a low of 45% in District 5 to a high of 57% in District 1.

Value of Services. Overall, 75% of those surveyed who had an opinion rated the value of services provided by Flood Control as “Excellent” or “Good.” The ratings for Flood Control ranged from a low of 67% in District 1 to a high of 78% in District 4.

Changes in Spending. The majority of residents (68%) who had an opinion supported spending the “Same” amount of County taxes currently allocated for Flood Control services.

- **Support for “More” Spending.** The overall percentage of County residents who supported “More” spending for Flood Control services was 16%. Residents of District 2 and District 5 were the most likely to support “More” spending (18%). Residents of District 4 were the least likely to support “More” spending (12%).
- **Support for “Less” Spending.** The overall percentage of County residents who supported “Less” spending for Flood Control services was 16%. Residents of District 1 and District 4 were the most likely to support “Less” spending (19%). Residents of District 2 and District 5 were the least likely to support “Less” spending (14%).

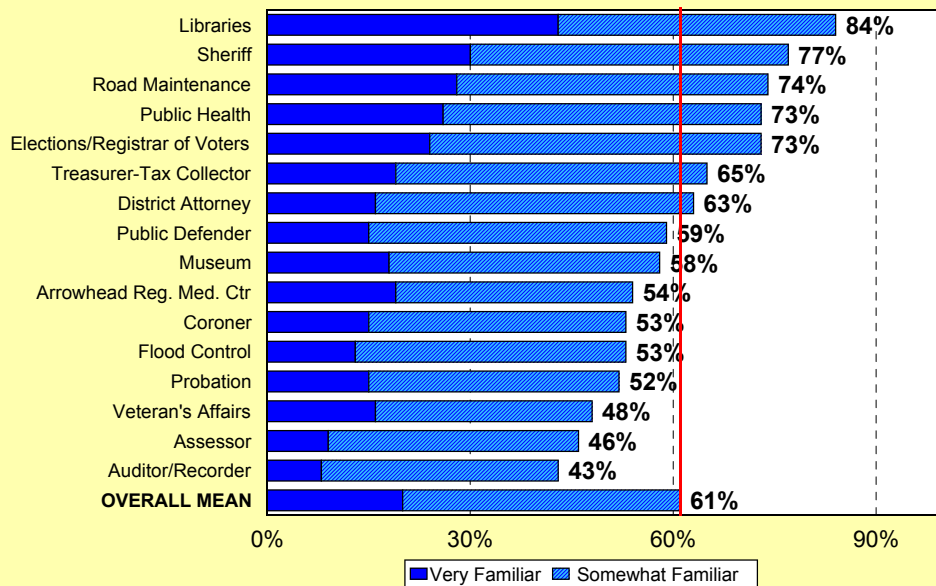
Section 3

Charts and Graphs

Overall

Familiarity With the Services Provided by County Organization

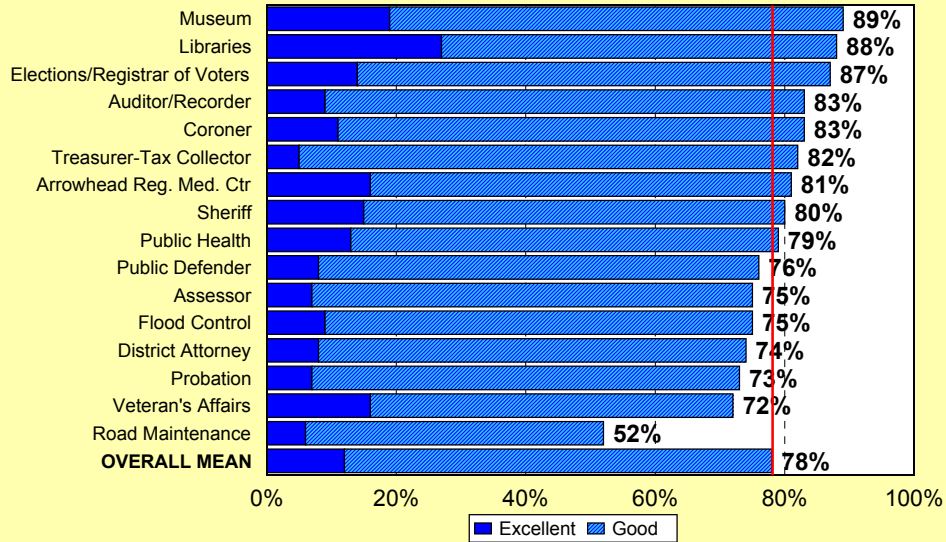
by percentage of "Very Familiar" and "Somewhat Familiar" responses



Source: ETC Institute (November, 2003)

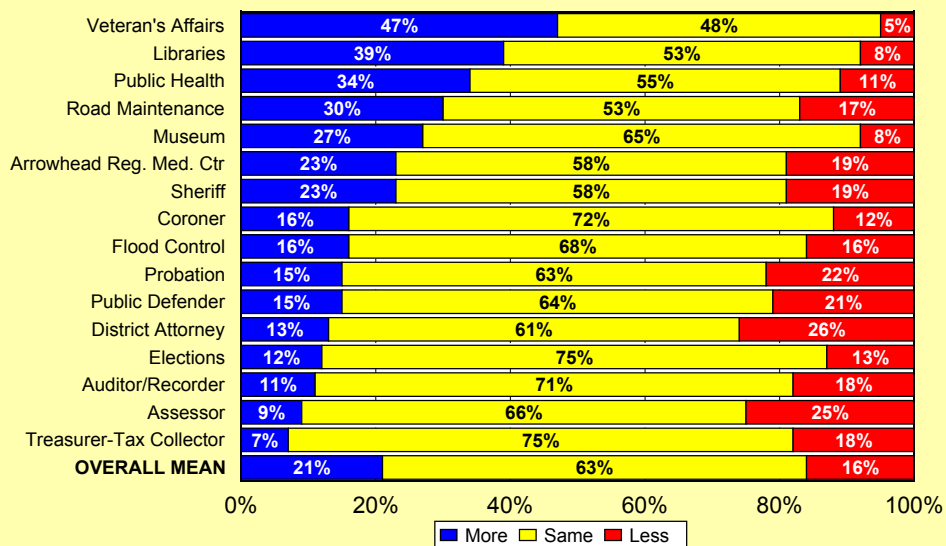
Ratings for the Value of the Services Provided Compared to the Cost of Services by County Organization

by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Would Respondent Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by County Organization

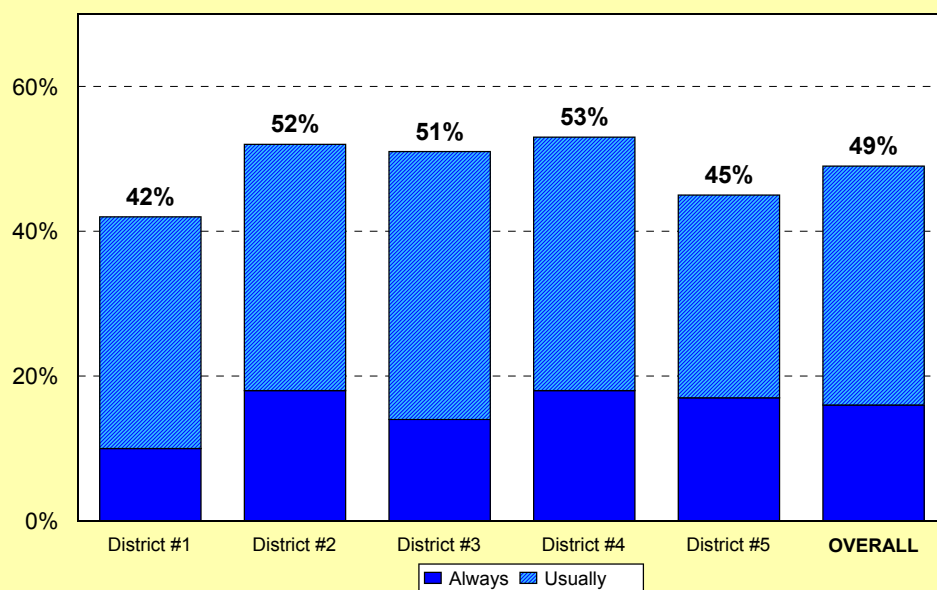
by percentage of respondents (excludes "Don't know")



Results for Individual Questions

Q1. Overall, How Often Do You Trust the County of San Bernardino to Do What Is in the Best Interest of the Public?

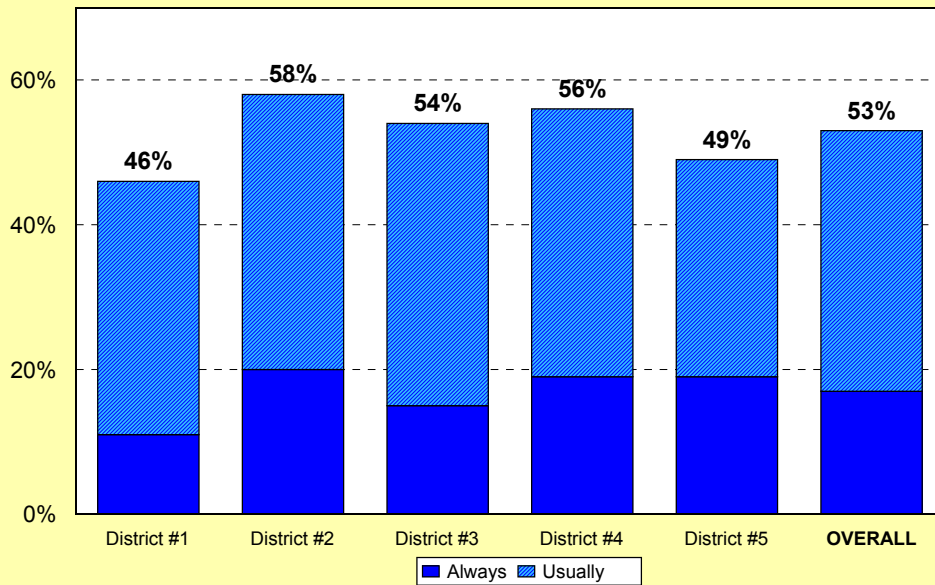
by percentage of respondents



Source: ETC Institute (November, 2003)

Q1. Overall, How Often Do You Trust the County of San Bernardino to Do What Is in the Best Interest of the Public?

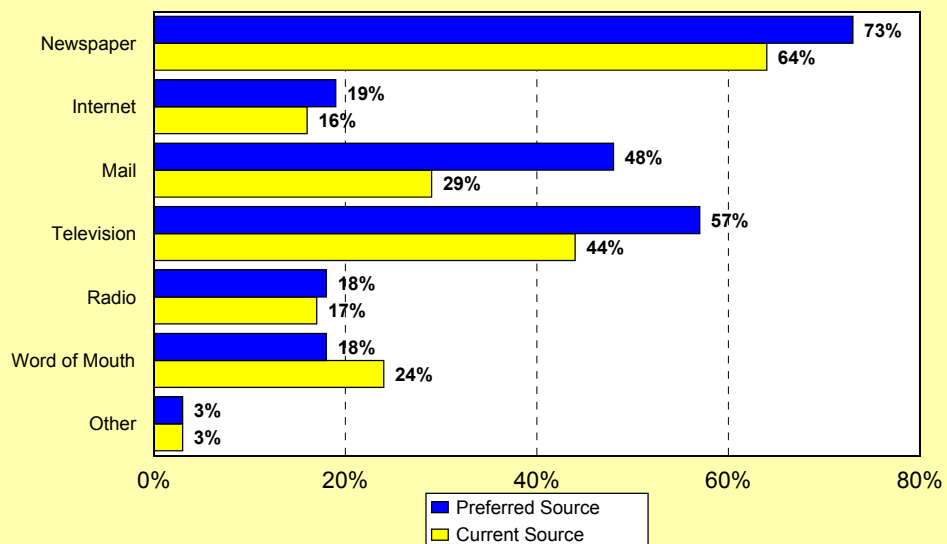
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q2-Q3. How Do You Currently Receive Information About the County of San Bernardino? What Would Be Your Preferred Way to Receive Information?

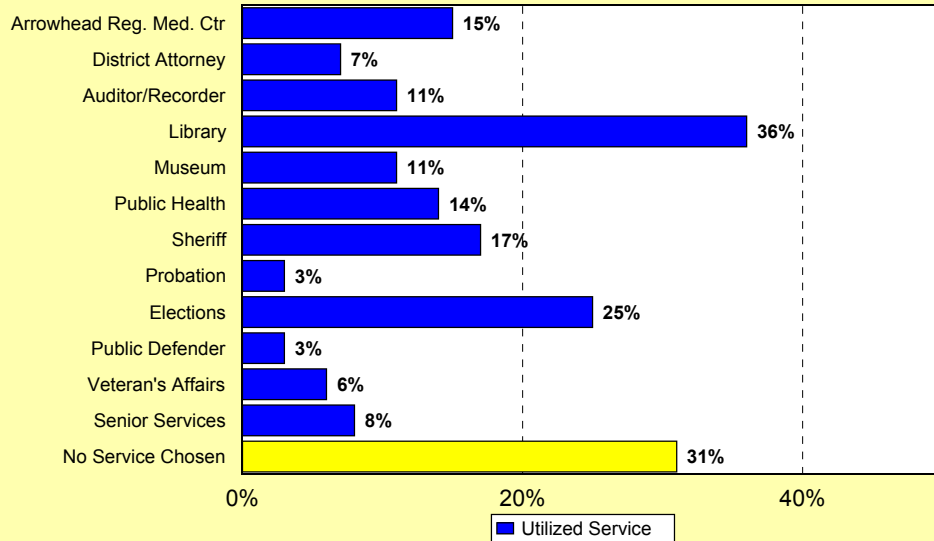
multiple responses were accepted



Source: ETC Institute (November, 2003)

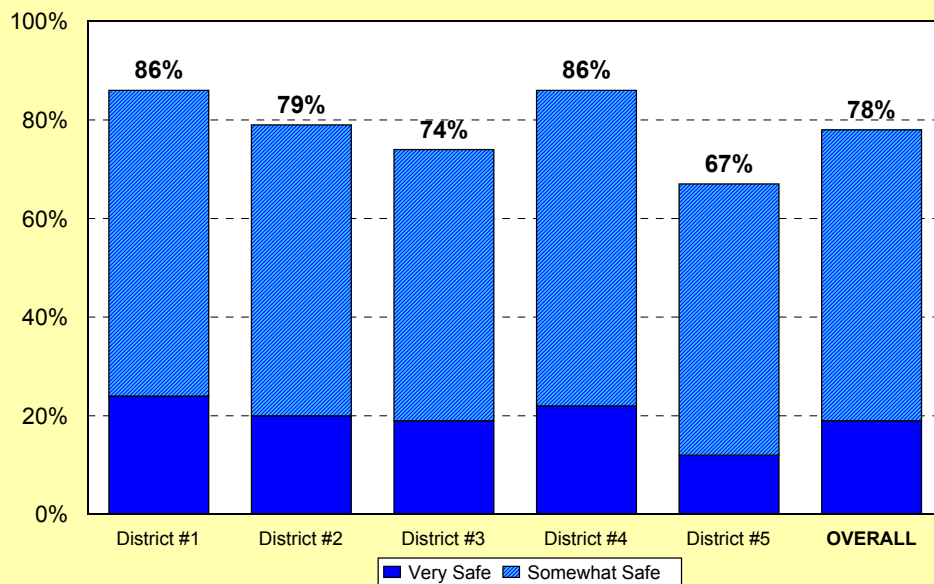
Q4. During the Past 12 Months Have You Received Services From Any of the Following County Organizations?

multiple responses were accepted



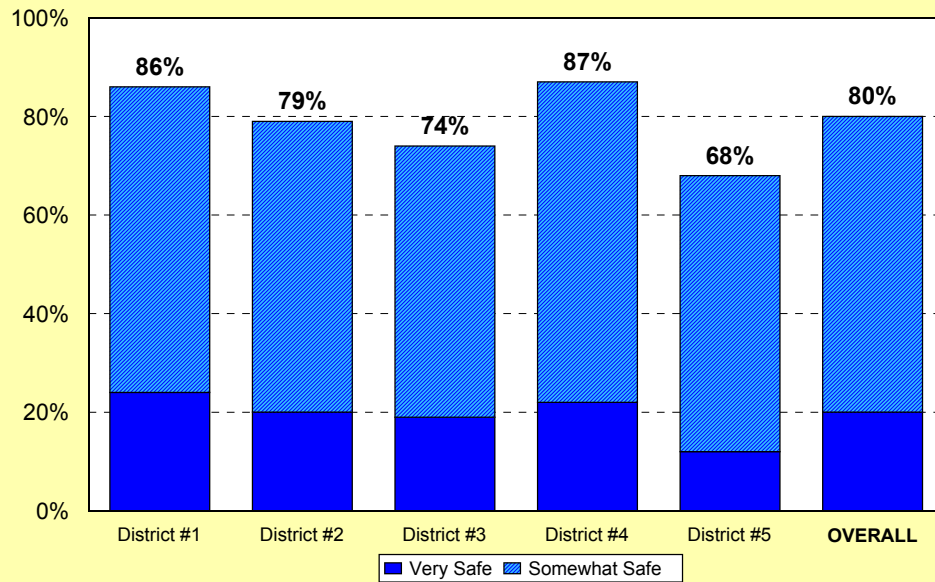
Q5. Overall, How Safe Do You Feel From Crime in San Bernardino County?

by percentage of respondents



Q5. Overall, How Safe Do You Feel From Crime in San Bernardino County?

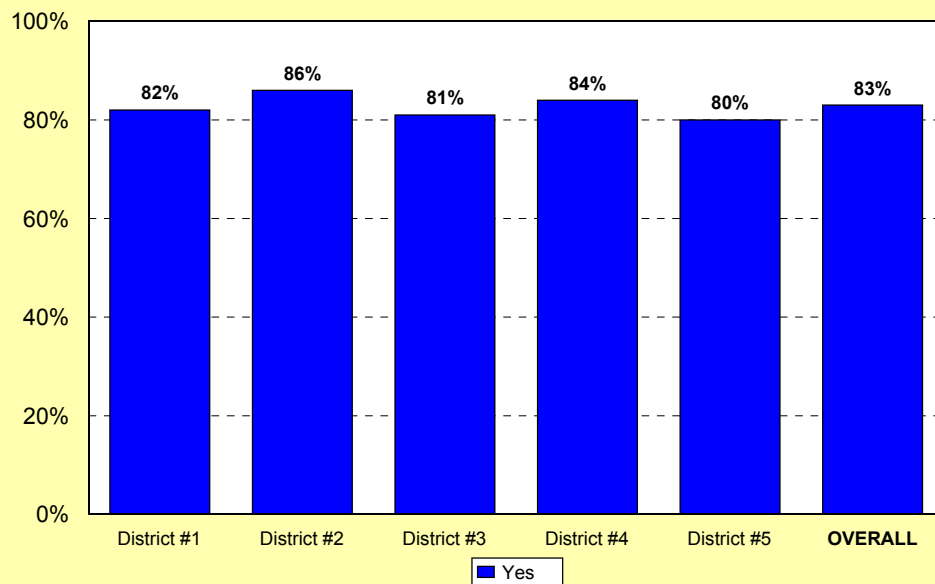
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q6. Do You Feel the County Provides Residents With Adequate Protection From Fire?

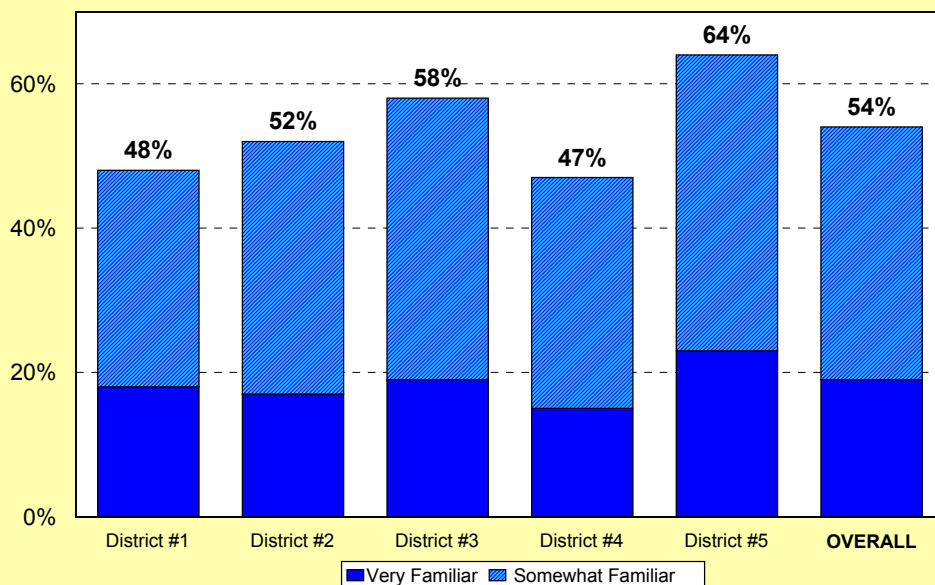
by percentage of respondents



Source: ETC Institute (November, 2003)

Q7a. How Familiar Are You With the Services Provided by Arrowhead Regional Medical Center?

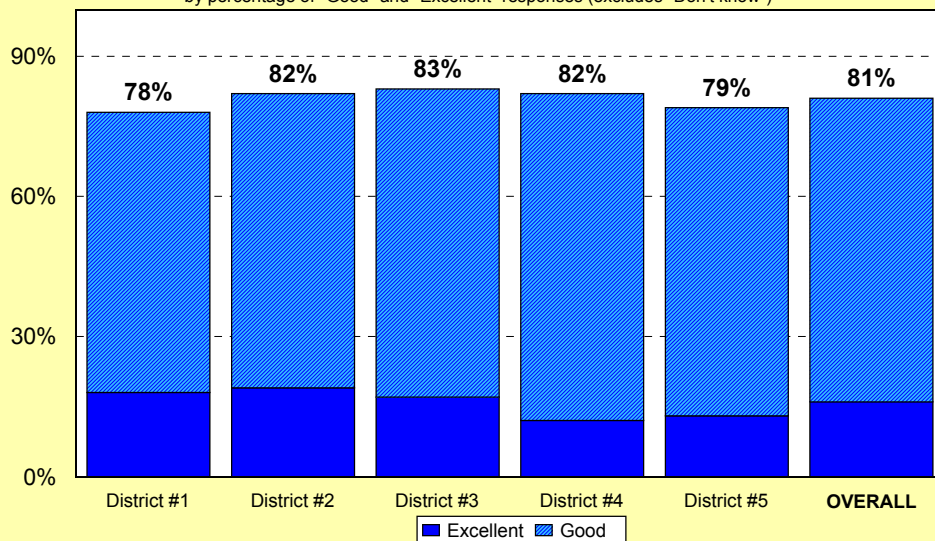
by percentage of respondents



Source: ETC Institute (November, 2003)

Q7b. For the Cost of the Services Provided by Arrowhead Regional Medical Center, the County Spends About \$519 Per Household Per Year of Which \$58 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by Arrowhead Regional Medical Center Compared to the Cost of Those Services As:

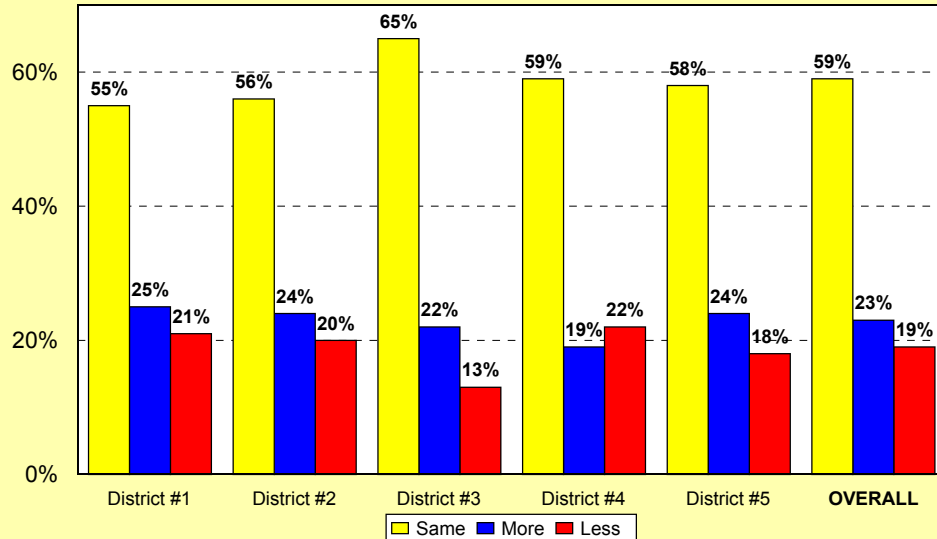
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q7c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Arrowhead Regional Medical Center?

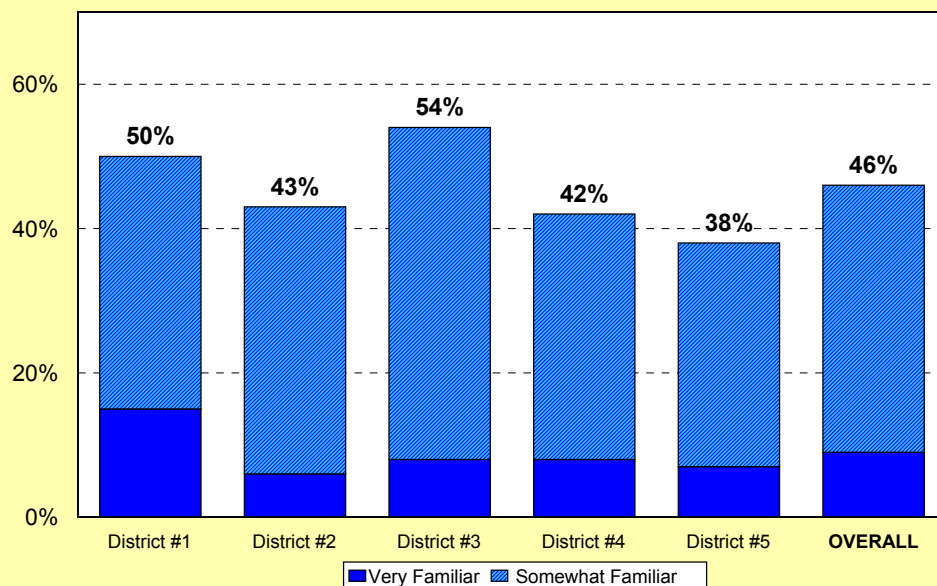
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q8a. How Familiar Are You With the Services Provided by the County Assessor?

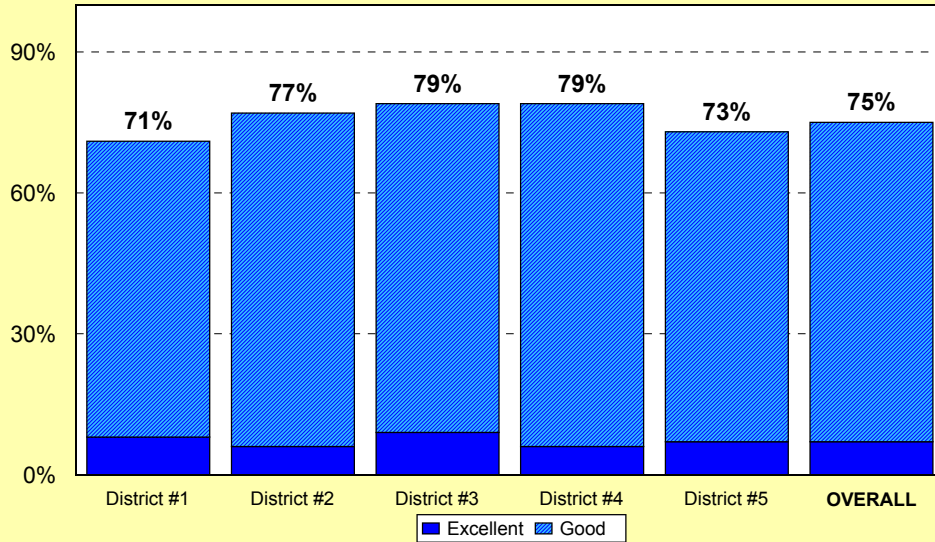
by percentage of respondents



Source: ETC Institute (November, 2003)

Q8b. For the Cost of the Services Provided by the Assessor, the County Spends About \$21 Per Household Per Year from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Assessor Compared to the Cost of Those Services As:

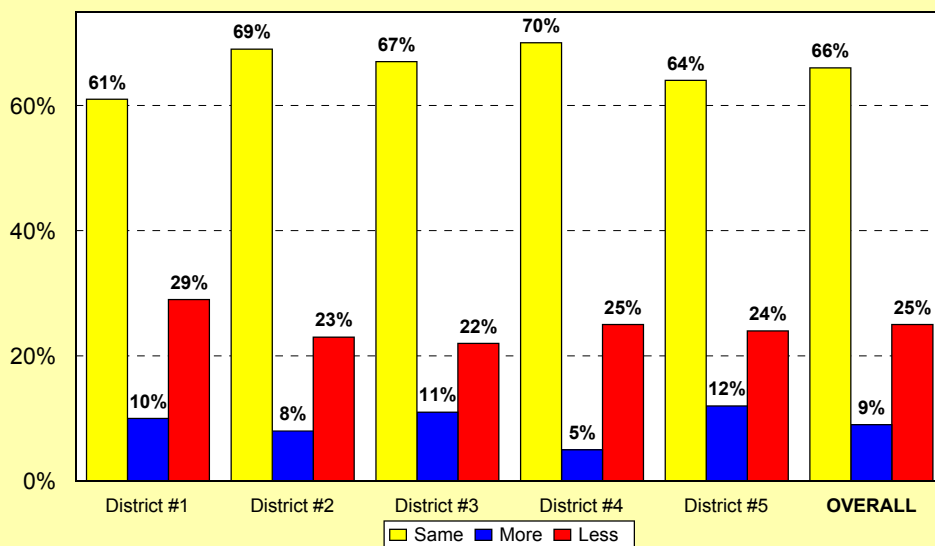
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q8c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Assessor?

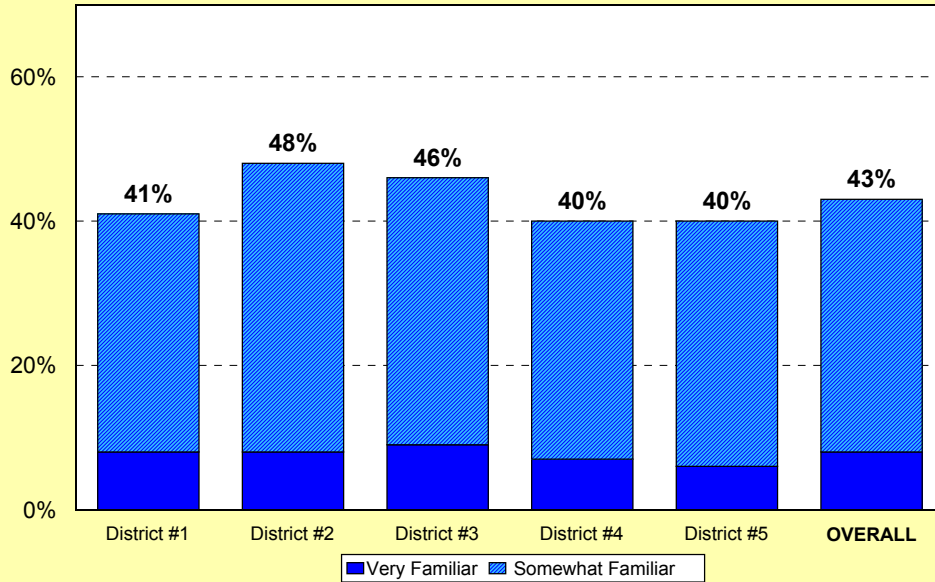
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

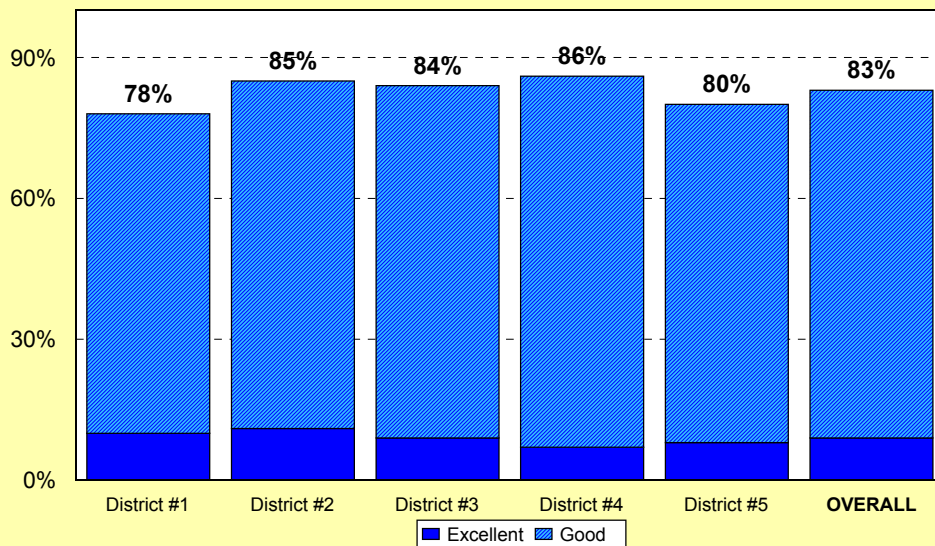
Q9a. How Familiar Are You With the Services Provided by the County Auditor-Recorder?

by percentage of respondents



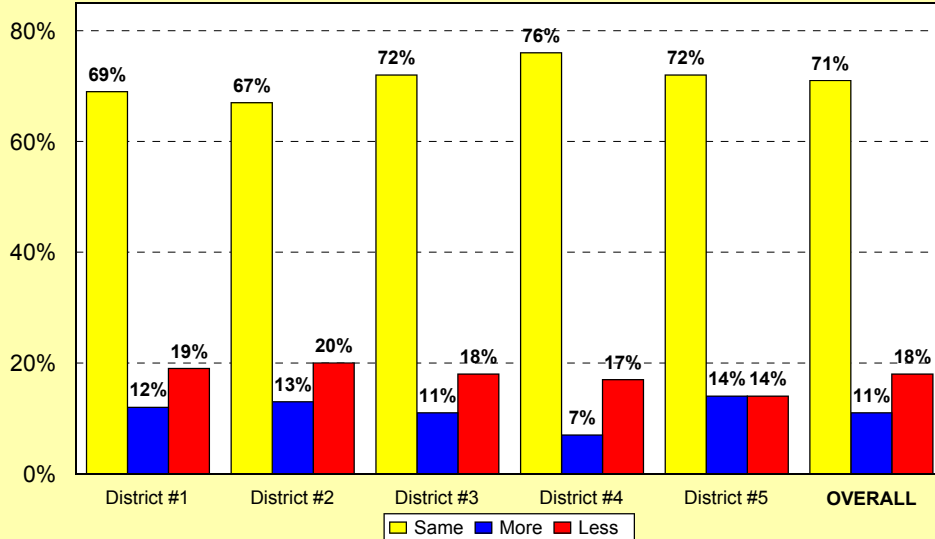
Q9b. For the Cost of the Services Provided by the Auditor-Recorder, the County Spends About \$24 Per Household Per Year of Which \$5 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Auditor-Recorder Compared to the Cost of Those Services As:

by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Q9c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Auditor-Recorder?

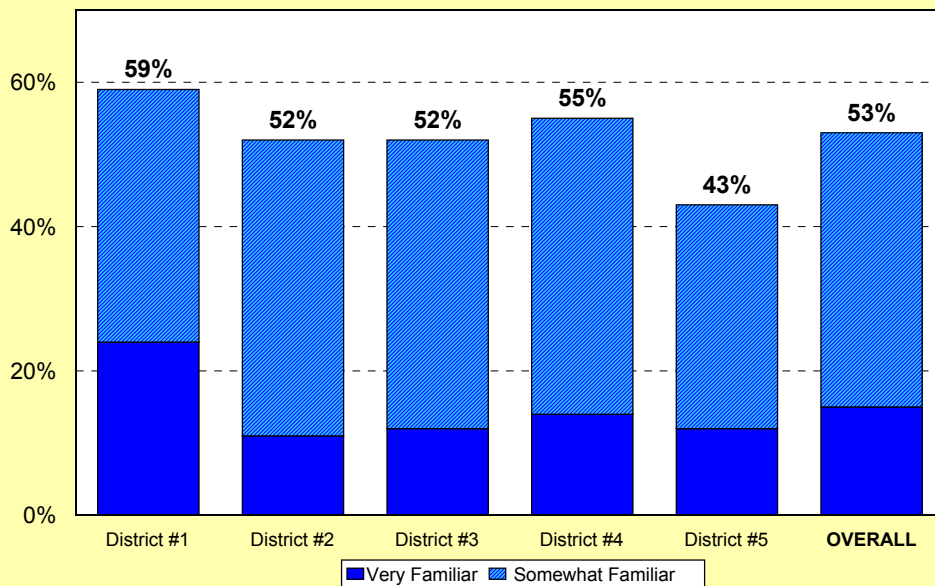
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q10a. How Familiar Are You With the Services Provided by the County Coroner?

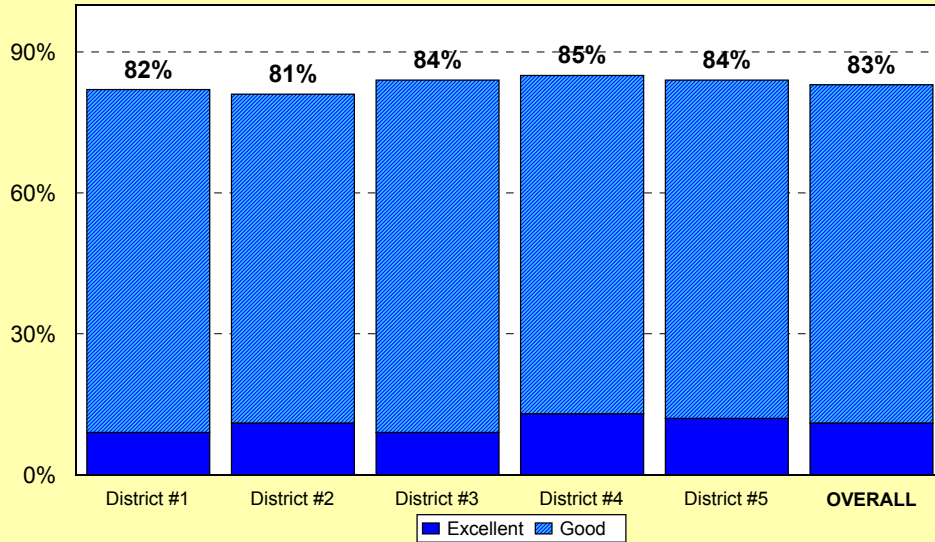
by percentage of respondents



Source: ETC Institute (November, 2003)

Q10b. For the Cost of the Services Provided by the Coroner, the County Spends About \$10 Per Household Per Year of Which \$8 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Coroner Compared to the Cost of Those Services As:

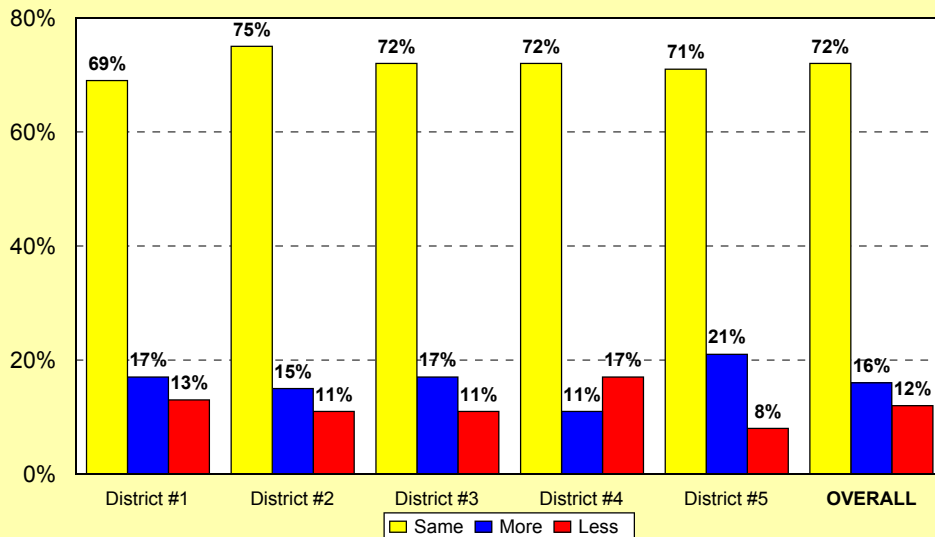
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q10c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Coroner?

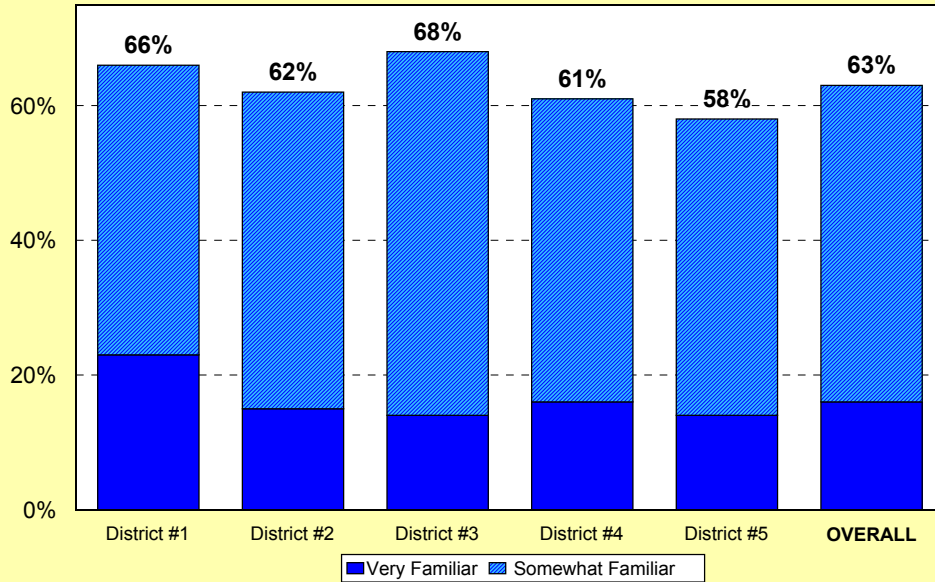
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q11a. How Familiar Are You With the Services Provided by the District Attorney?

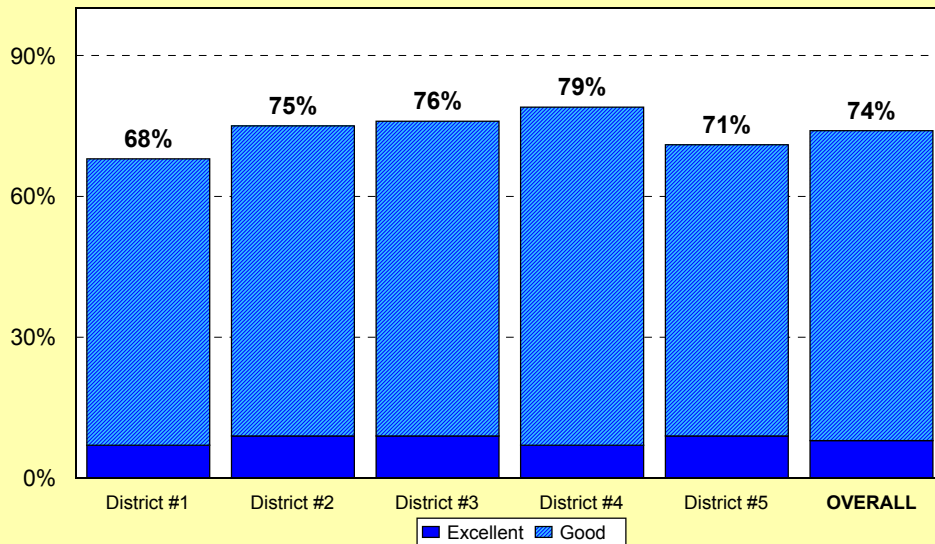
by percentage of respondents



Source: ETC Institute (November, 2003)

Q11b. For the Cost of the Services Provided by the District Attorney, the County Spends About \$70 Per Household Per Year of Which \$62 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the District Attorney Compared to the Cost of Those Services As:

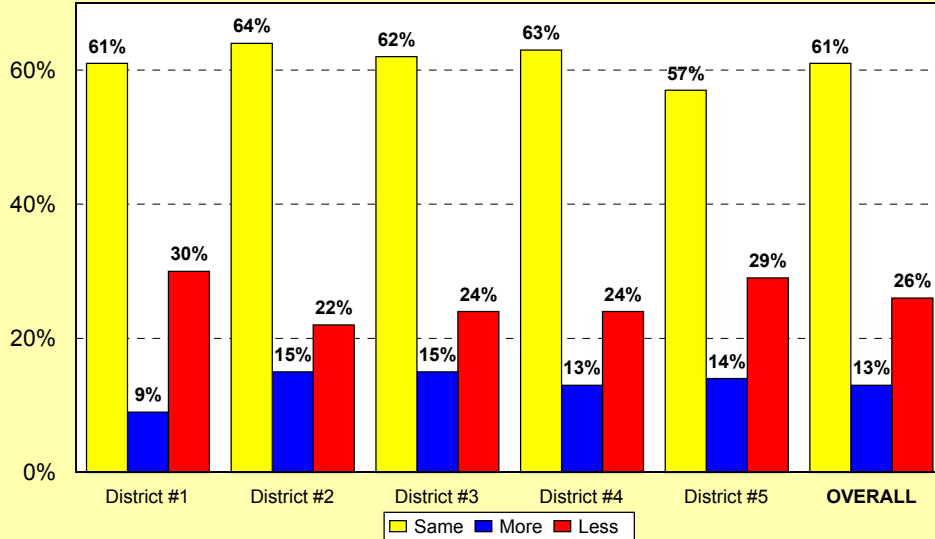
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q11c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the District Attorney?

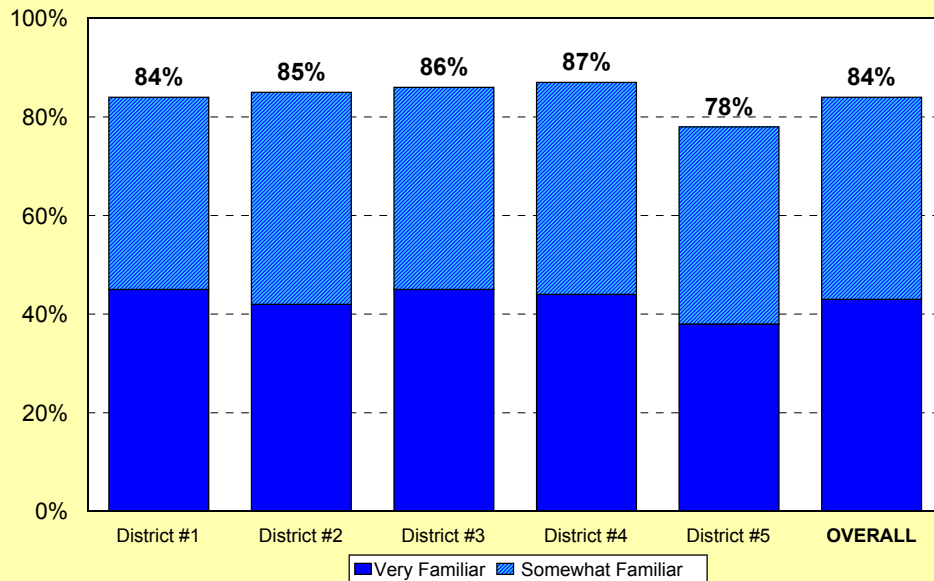
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q12a. How Familiar Are You With the Services Provided by the San Bernardino County Libraries?

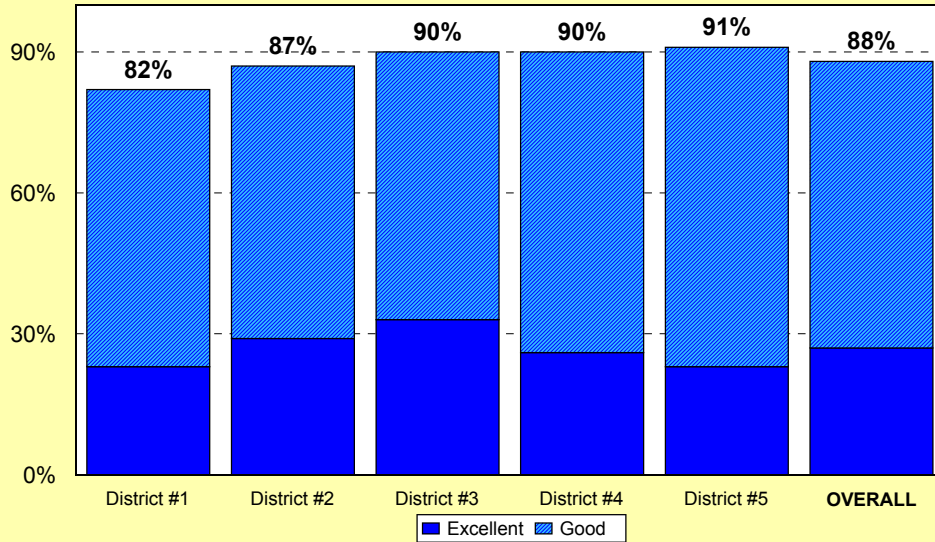
by percentage of respondents



Source: ETC Institute (November, 2003)

Q12b. For the Cost of the Services Provided by the Libraries, the County Spends About \$22 Per Household Per Year of Which \$16 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Libraries Compared to the Cost of Those Services As:

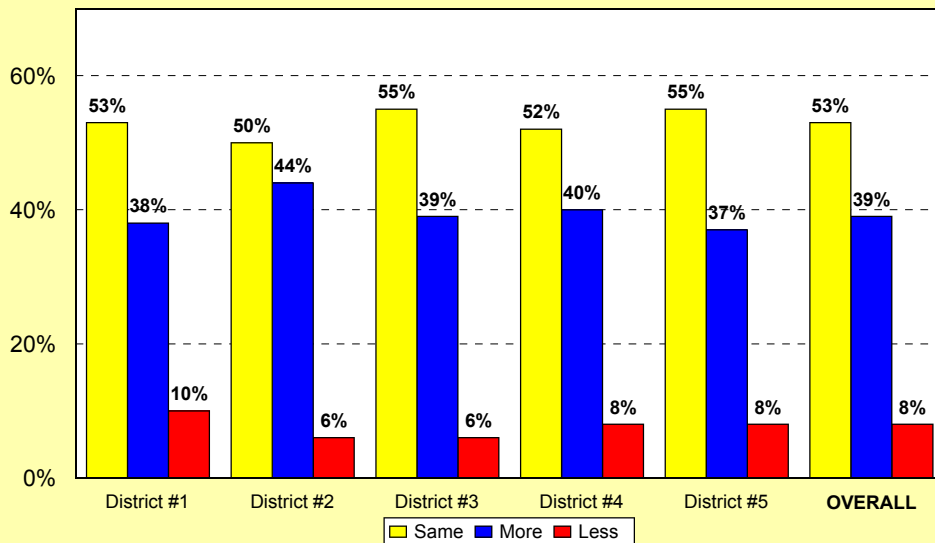
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q12c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the County Libraries?

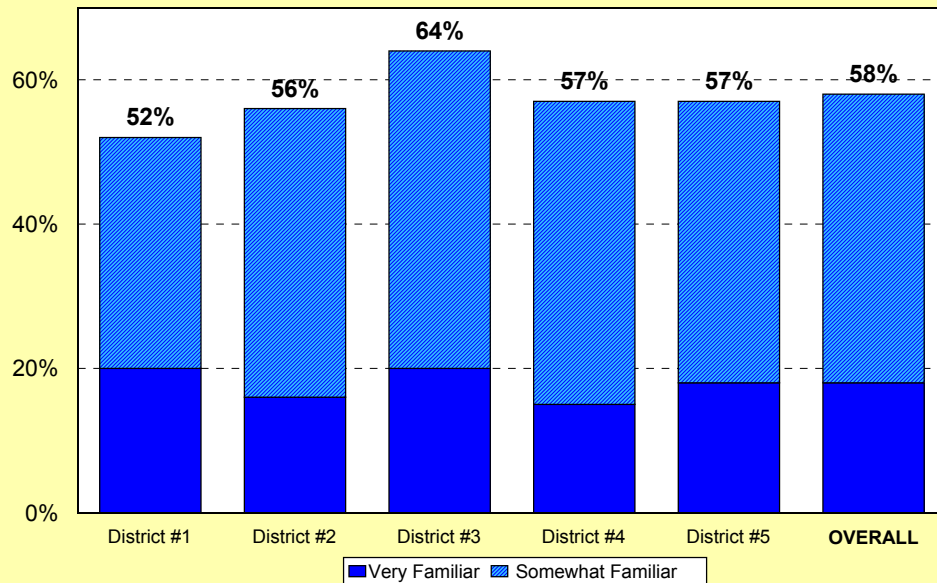
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q13a. How Familiar Are You With the Services Provided by the San Bernardino County Museum?

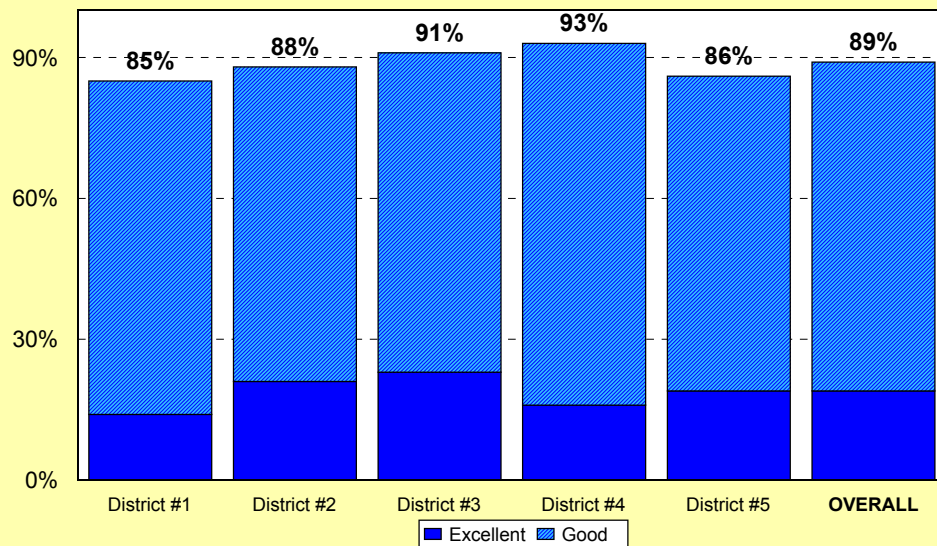
by percentage of respondents



Source: ETC Institute (November, 2003)

Q13b. For the Cost of the Services Provided by the Museum, the County Spends About \$7 Per Household Per Year of Which \$3 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Museum Compared to the Cost of Those Services As:

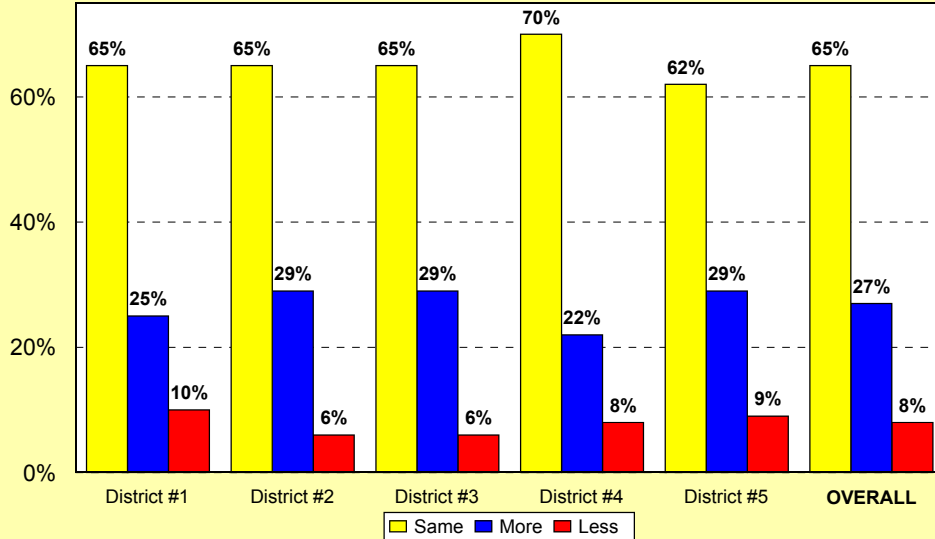
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q13c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the County Museum?

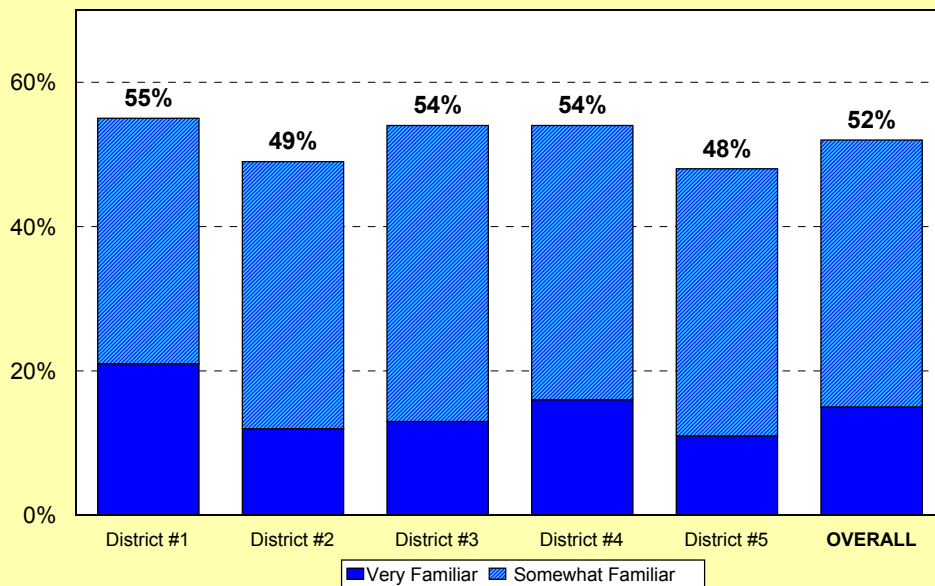
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q14a. How Familiar Are You With the Services Provided by the Probation Department?

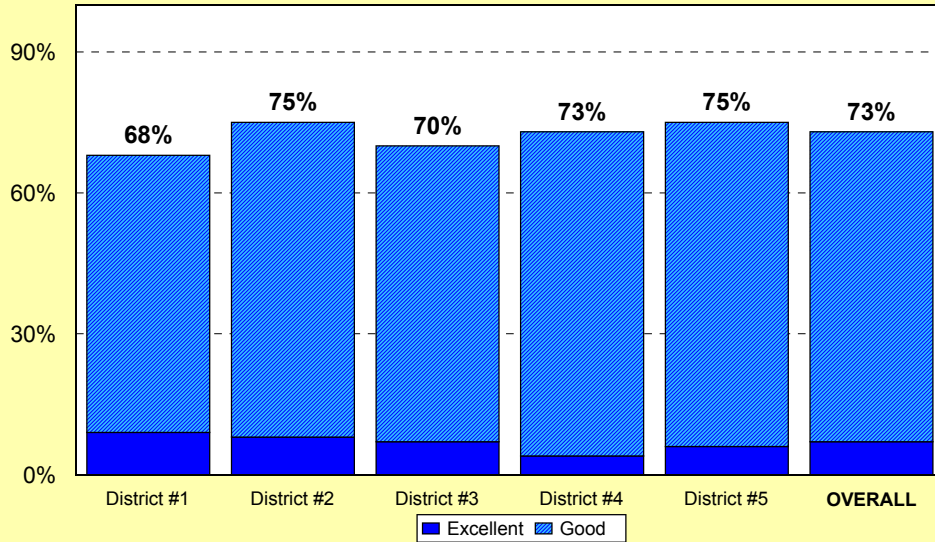
by percentage of respondents



Source: ETC Institute (November, 2003)

Q14b. For the Cost of the Services Provided by the Probation Department, the County Spends About \$64 Per Household Per Year of Which \$42 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Probation Department Compared to the Cost of Those Services As:

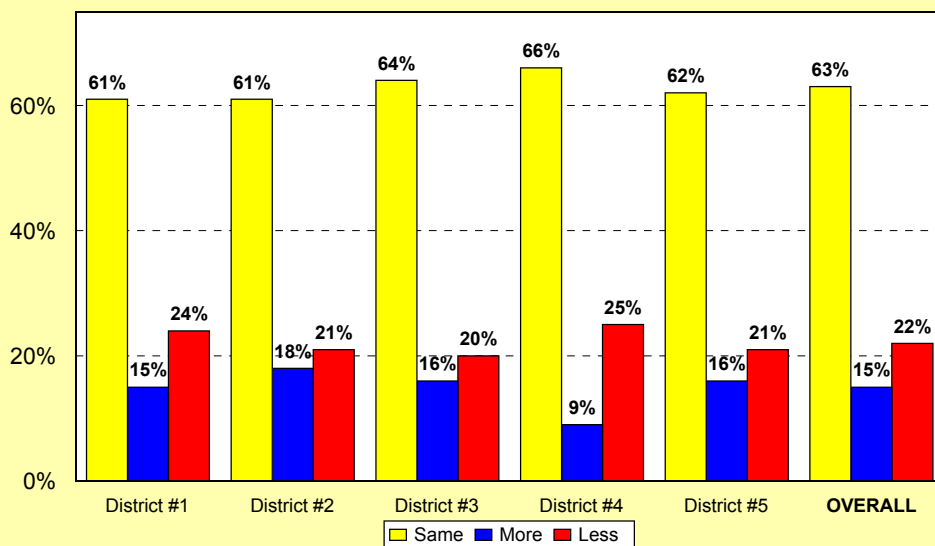
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q14c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Probation Department?

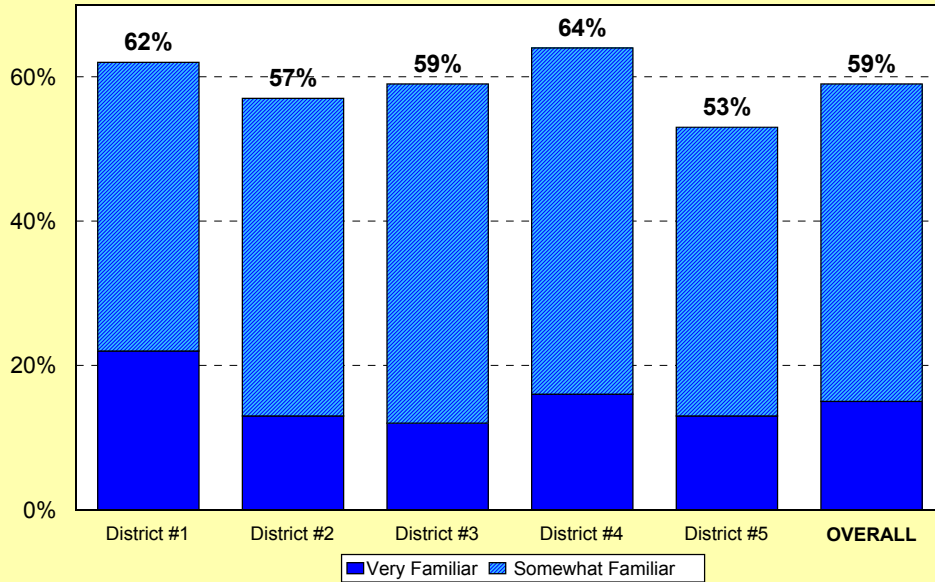
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q15a. How Familiar Are You With the Services Provided by the Public Defender?

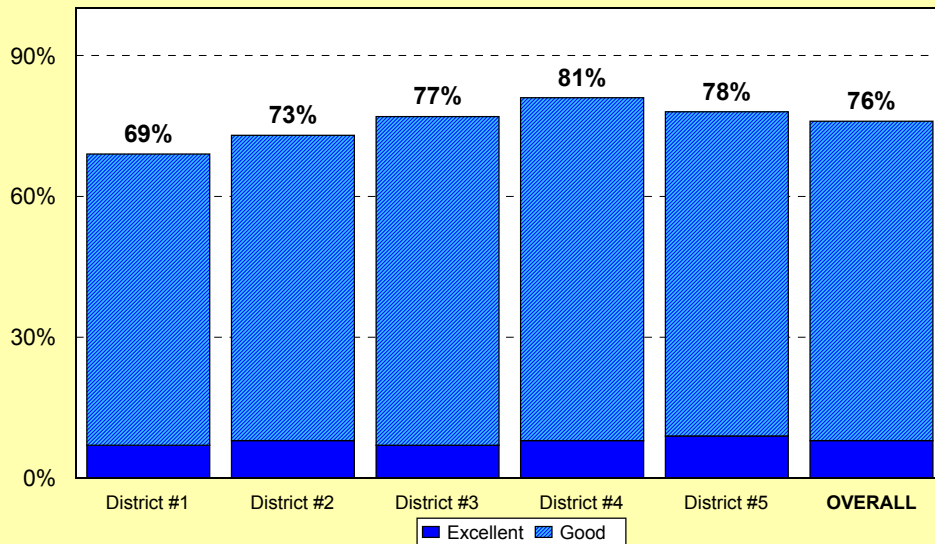
by percentage of respondents



Source: ETC Institute (November, 2003)

Q15b. For the Cost of the Services Provided by the Public Defender, the County Spends About \$37 Per Household Per Year of Which \$36 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Public Defender Compared to the Cost of Those Services As:

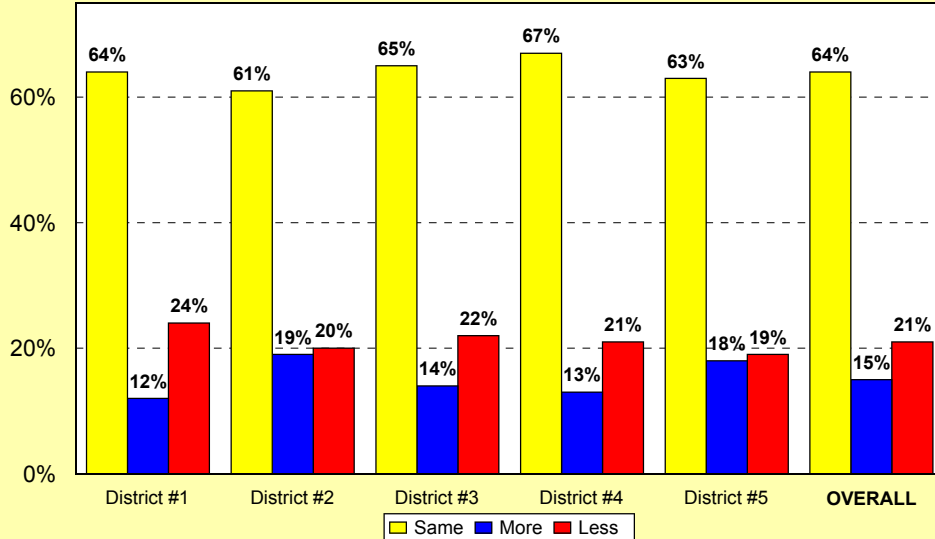
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q15c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Public Defender?

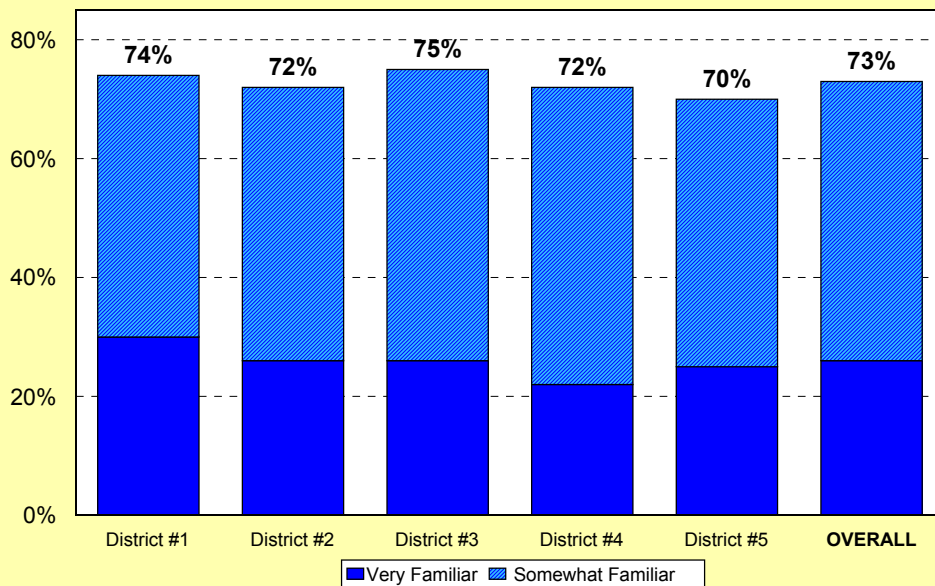
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q16a. How Familiar Are You With the Services Provided by the Public Health Department?

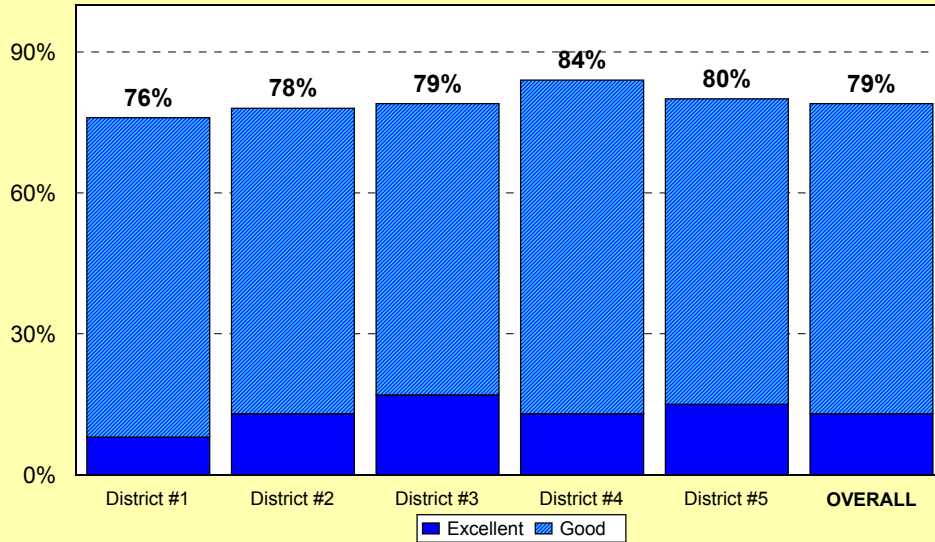
by percentage of respondents



Source: ETC Institute (November, 2003)

Q16b. For the Cost of the Services Provided by the Public Health Department, the County Spends About \$139 Per Household Per Year of Which \$28 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Public Health Department Compared to the Cost of Those Services As:

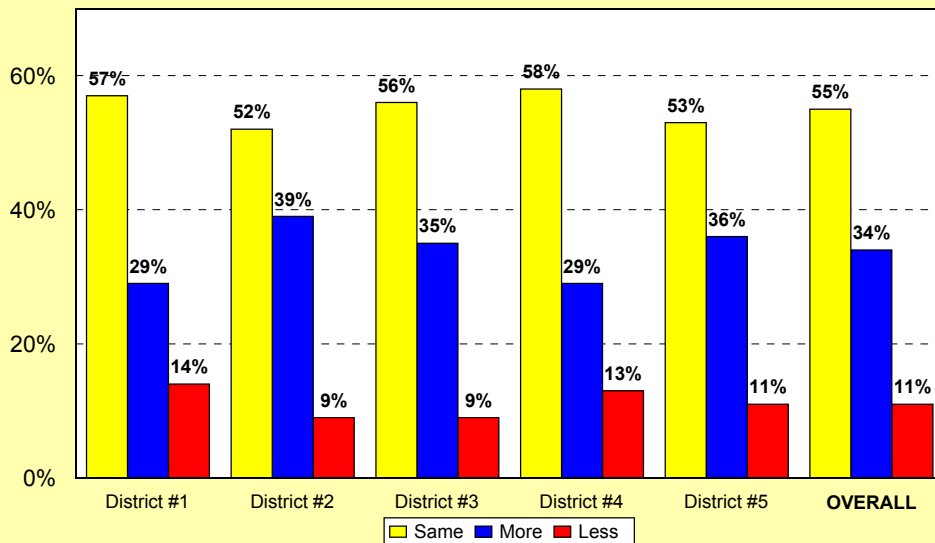
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q16c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Public Health Department?

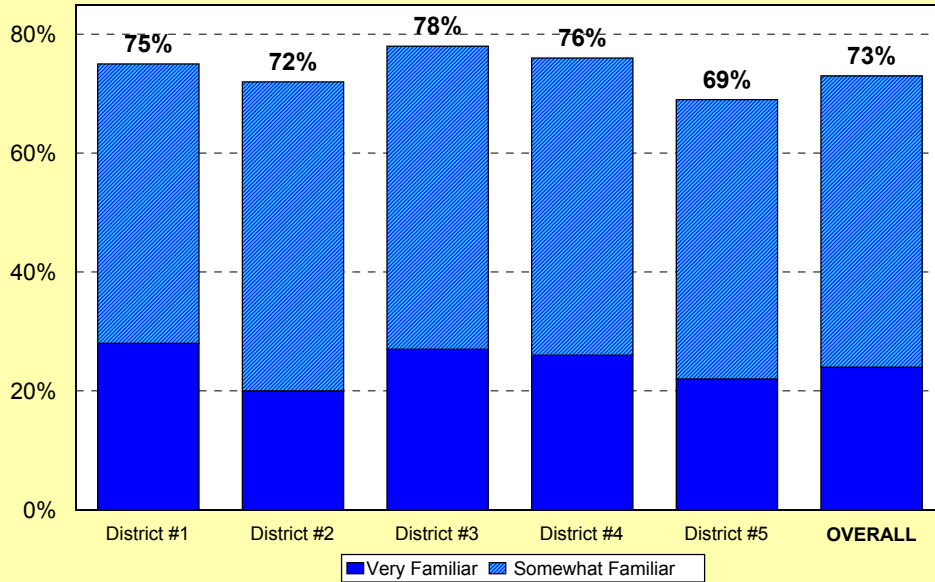
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q17a. How Familiar Are You With the Services Provided by the Elections/Registrar of Voters?

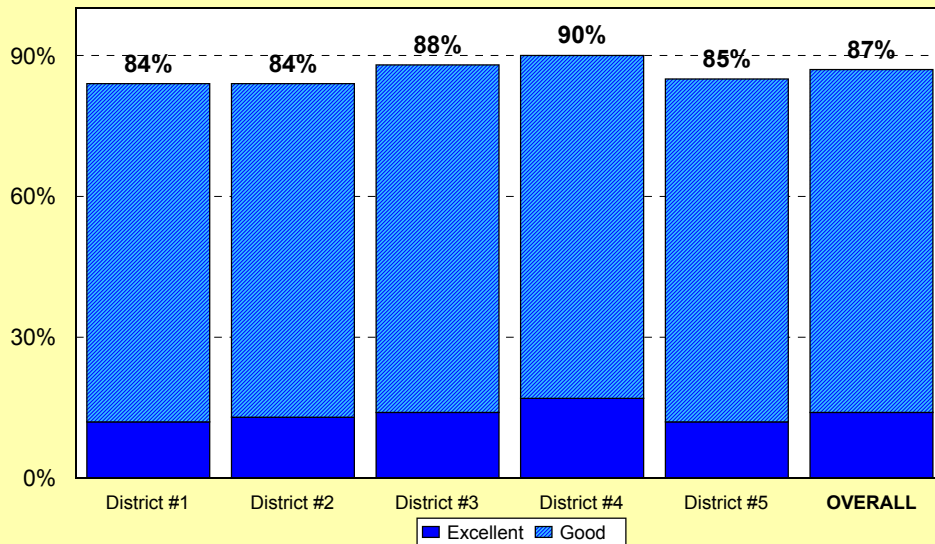
by percentage of respondents



Source: ETC Institute (November, 2003)

Q17b. For the Cost of the Services Provided by Elections/Registrar of Voters, the County Spends About \$8 Per Household Per Year of Which \$5 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Elections/Registrar of Voters Compared to the Cost of Those Services As:

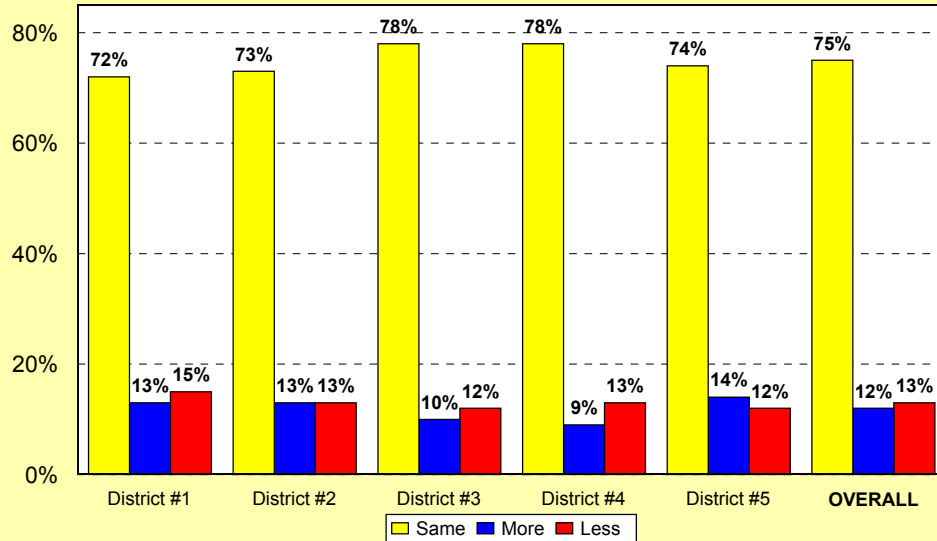
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q17c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Elections/Registrar of Voters?

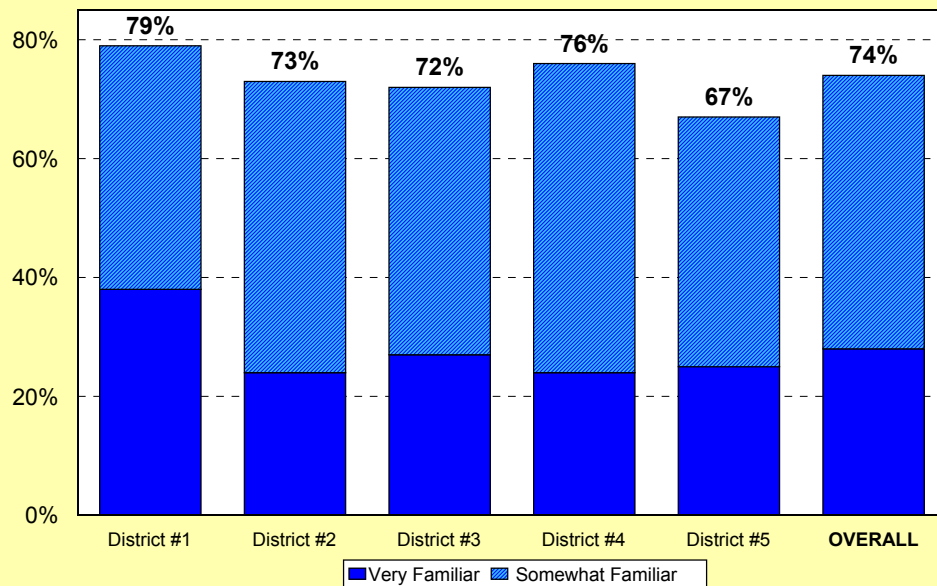
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q18a. How Familiar Are You With the Services Provided by County Road Maintenance?

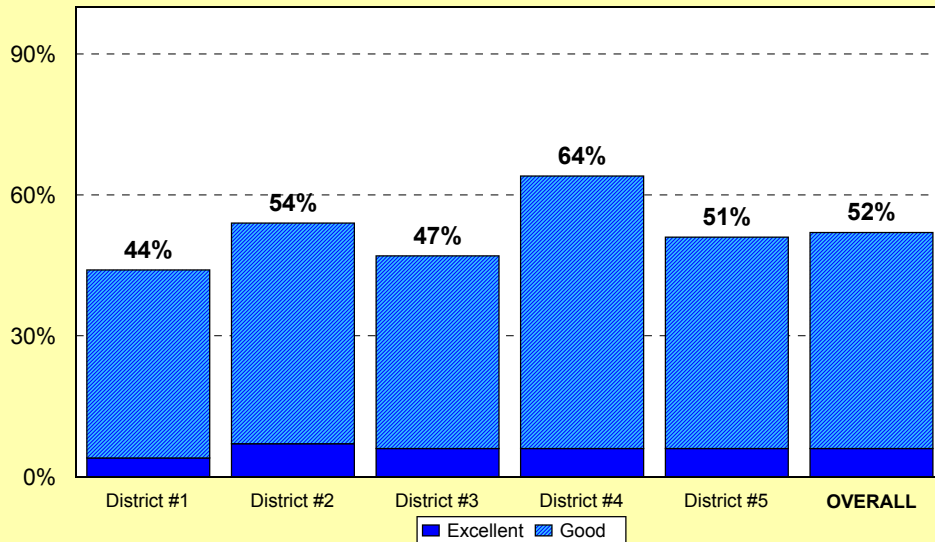
by percentage of respondents



Source: ETC Institute (November, 2003)

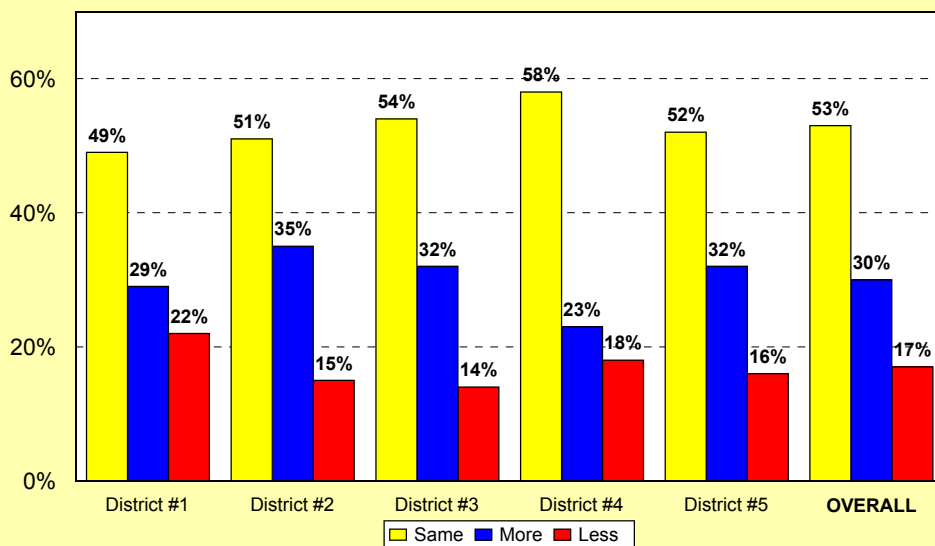
Q18b. For the Cost of the Services Provided by Road Maintenance, the County Spends About \$178 Per Household Per Year of Which \$62 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by Road Maintenance Compared to the Cost of Those Services As:

by percentage of "Good" and "Excellent" responses (excludes "Don't know")



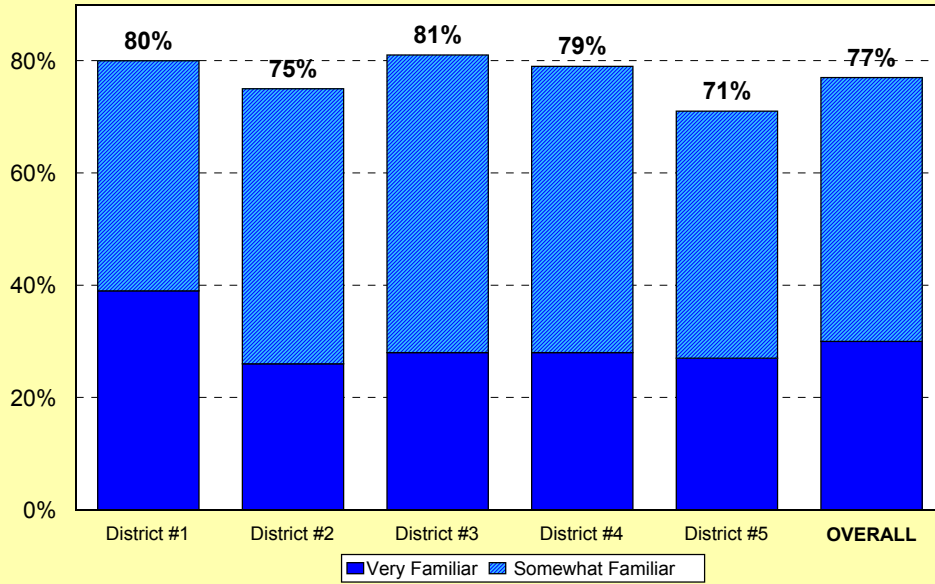
Q18c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by Road Maintenance?

by percentage of respondents (excludes "Don't know")



Q19a. How Familiar Are You With the Services Provided by the Sheriff?

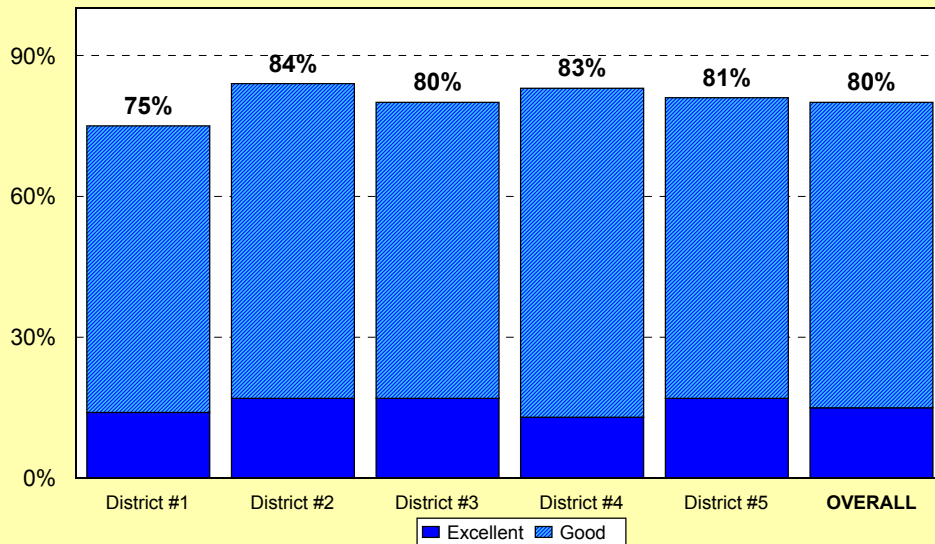
by percentage of respondents



Source: ETC Institute (November, 2003)

Q19b. For the Cost of the Services Provided by the Sheriff, the County Spends About \$488 Per Household Per Year of Which \$295 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Sheriff Compared to the Cost of Those Services As:

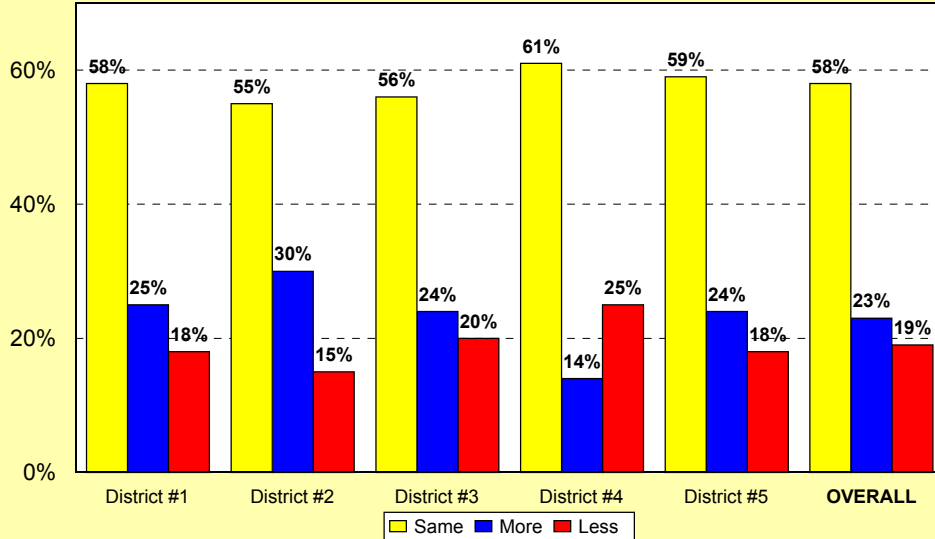
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q19c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Sheriff?

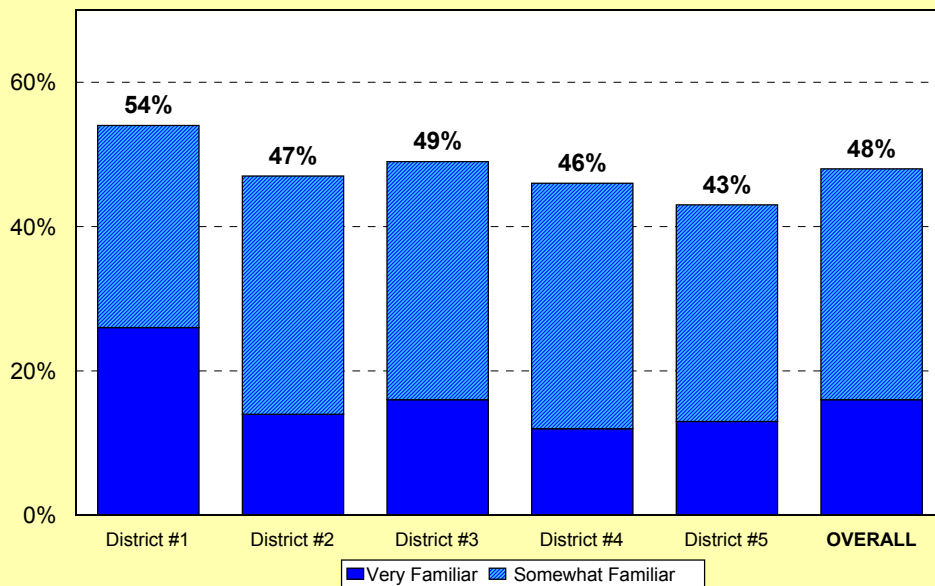
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q20a. How Familiar Are You With the Services Provided by Veteran's Affairs?

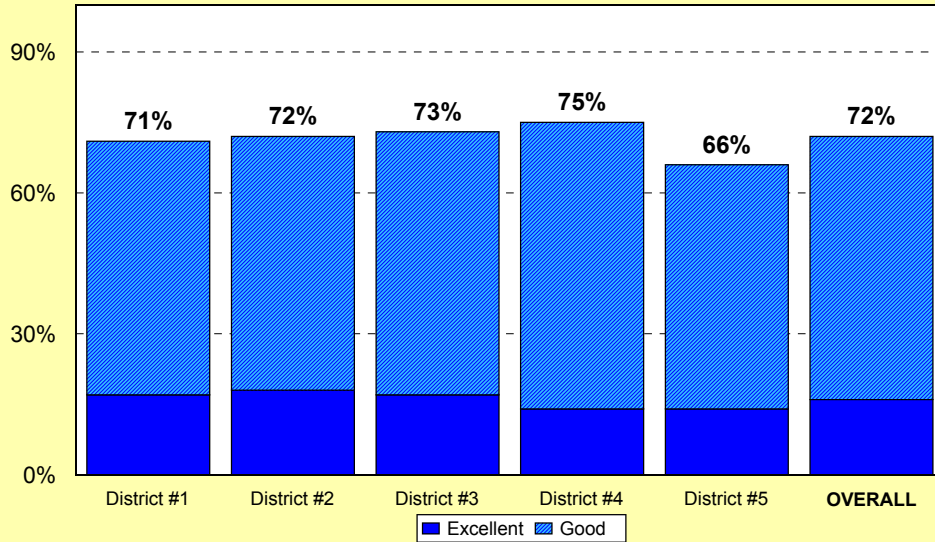
by percentage of respondents



Source: ETC Institute (November, 2003)

Q20b. For the Cost of the Services Provided by Veteran's Affairs, the County Spends About \$2 Per Household Per Year from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by Veteran's Affairs Compared to the Cost of Those Services As:

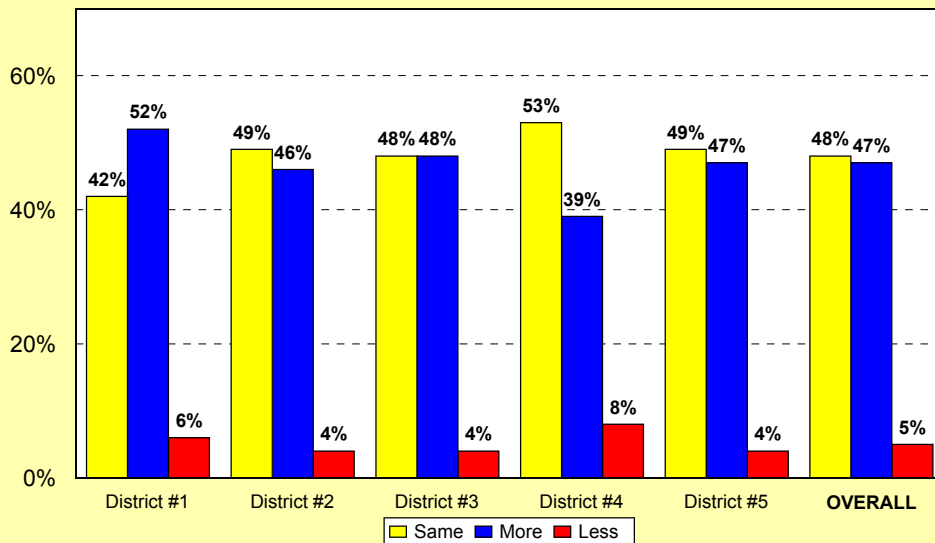
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q20c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by Veteran's Affairs?

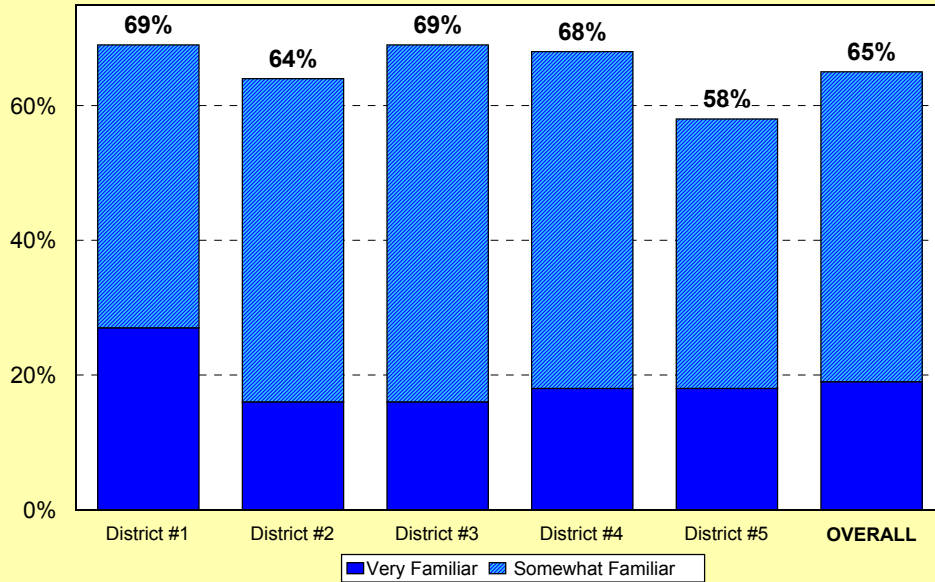
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q21a. How Familiar Are You With the Services Provided by the County Treasurer-Tax Collector?

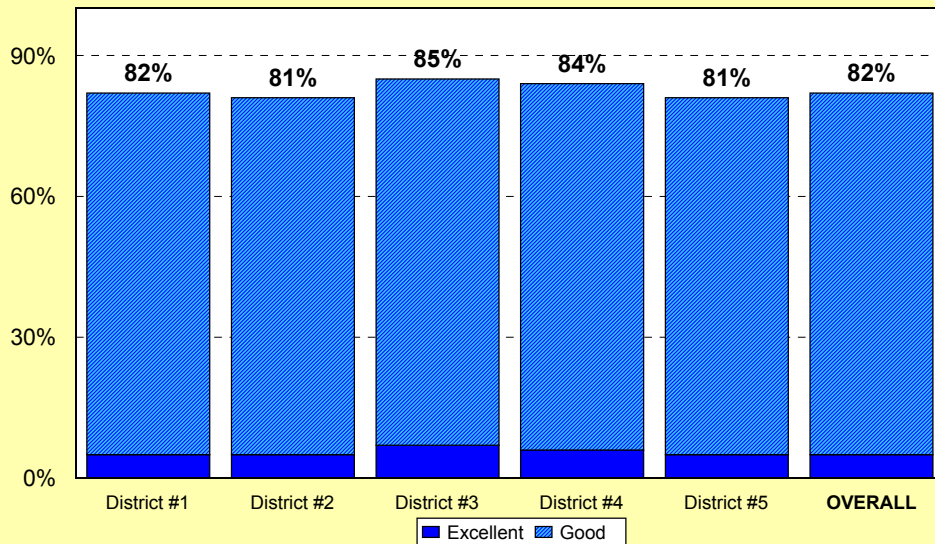
by percentage of respondents



Source: ETC Institute (November, 2003)

Q21b. For the Cost of the Services Provided by the Treasurer-Tax Collector, the County Spends About \$13 Per Household Per Year of Which \$4 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by the Treasurer-Tax Collector Compared to the Cost of Those Services As:

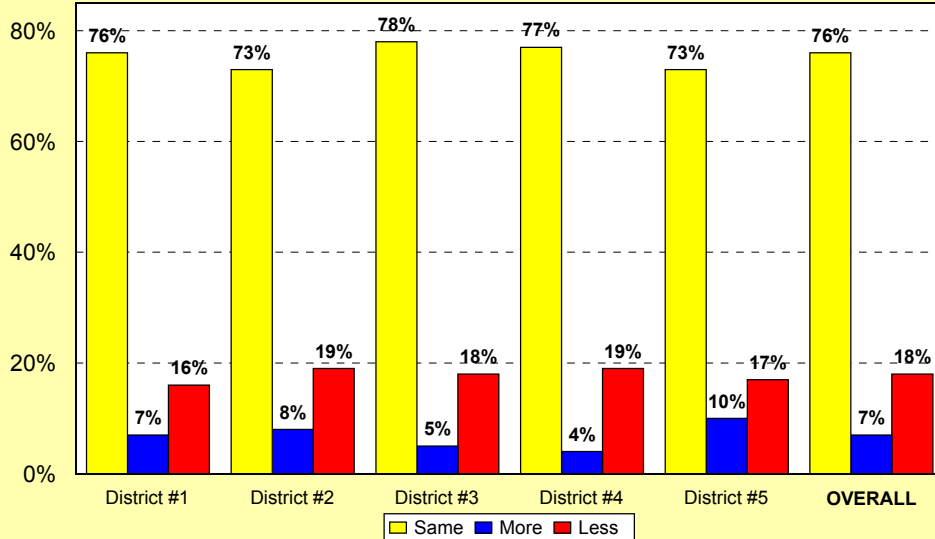
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q21c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by the Treasurer-Tax Collector?

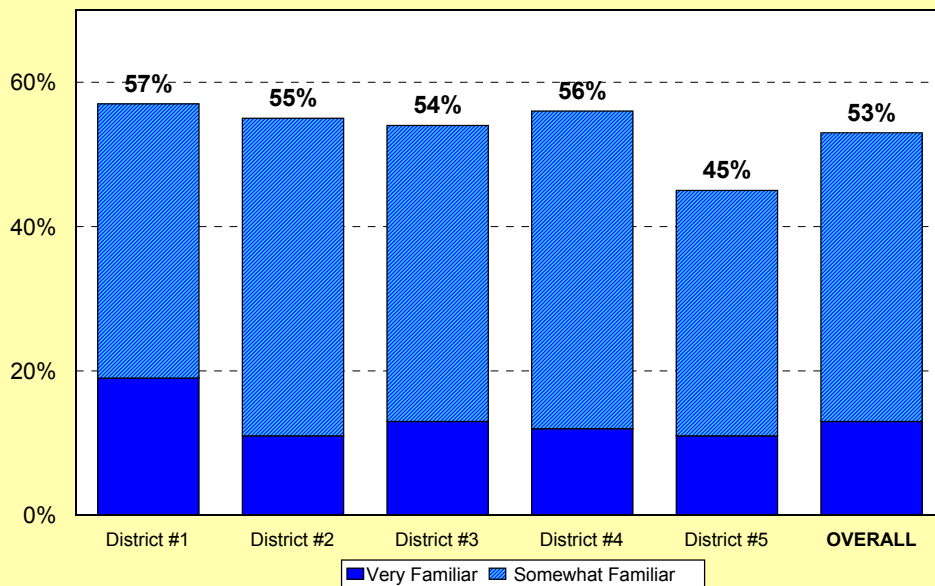
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q22a. How Familiar Are You With the Services Provided by the County Flood Control District?

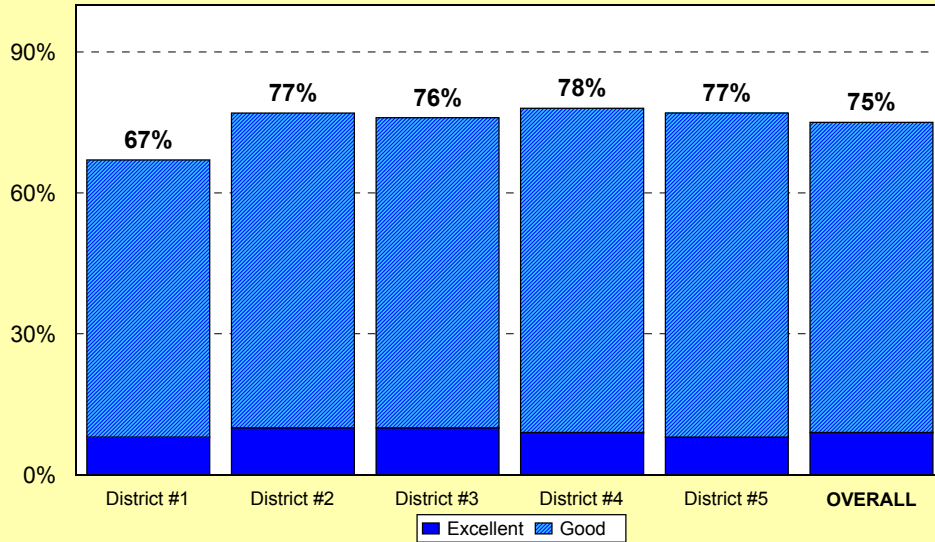
by percentage of respondents



Source: ETC Institute (November, 2003)

Q22b. For the Cost of the Services Provided by Flood Control, the County Spends About \$192 Per Household Per Year of Which \$43 is Funded from Local Taxes. Knowing This, Would You Rate the Value of the Services Provided by Flood Control Compared to the Cost of Those Services As:

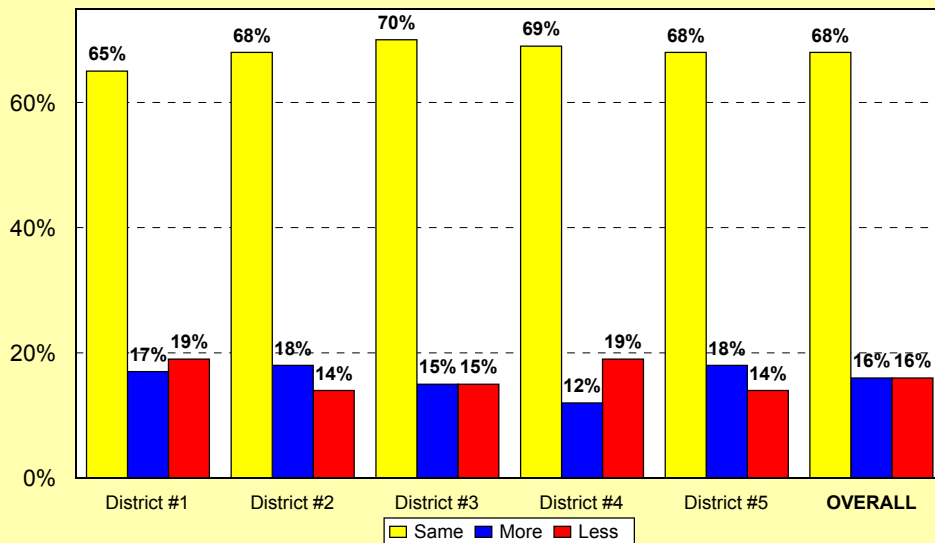
by percentage of "Good" and "Excellent" responses (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q22c. If the Decision Was Yours, Would You Spend LESS, the SAME, or MORE in County Taxes for the Services Provided by Flood Control?

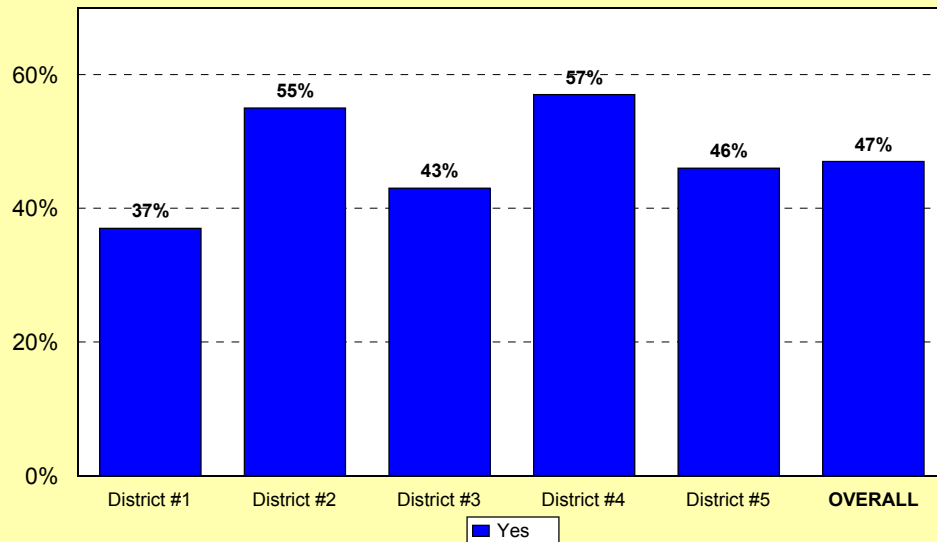
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q23. Do You Feel the County Is Doing Enough to Promote Economic Development, Such as Attracting Jobs to This Area and Helping Businesses Succeed?

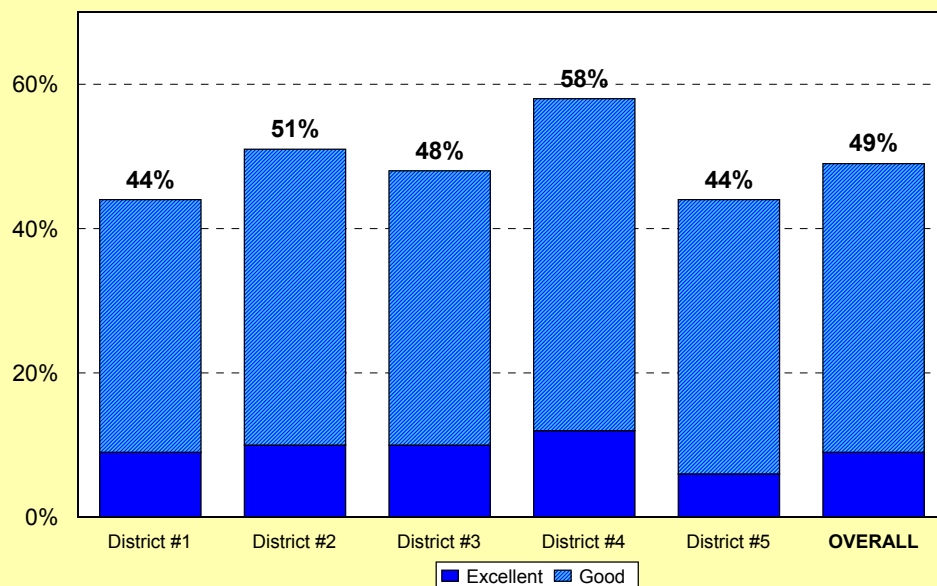
by percentage of respondents



Source: ETC Institute (November, 2003)

Q24. How Would You Rate the County's Efforts to Ensure That Restaurants Are Sanitary?

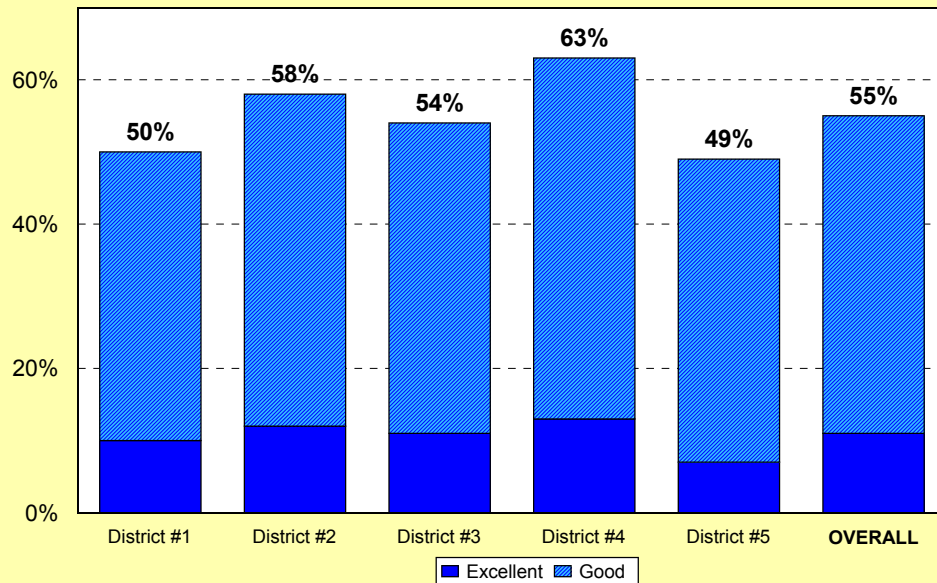
by percentage of respondents



Source: ETC Institute (November, 2003)

Q24. How Would You Rate the County's Efforts to Ensure That Restaurants Are Sanitary?

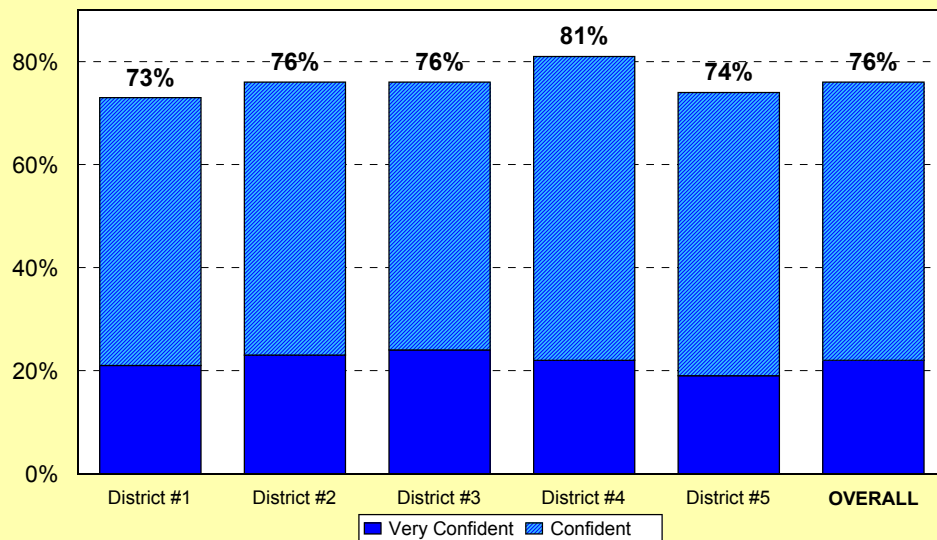
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q25. How Confident Are You That You Would Know How to Contact the Appropriate County Agency to Assist You With a Particular Problem?

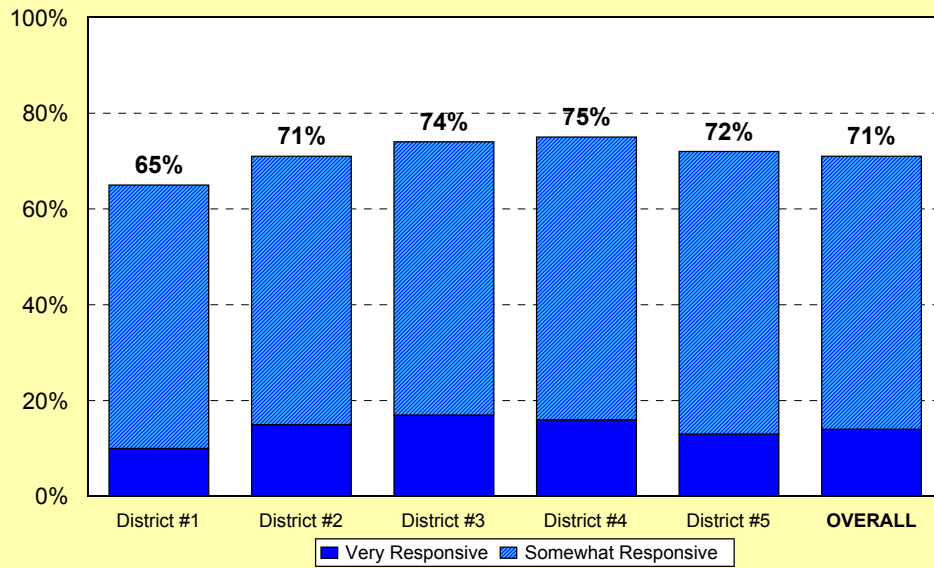
by percentage of respondents



Source: ETC Institute (November, 2003)

Q26. How Responsive Do You Think the County Would Be in Helping You to Solve a Particular Problem?

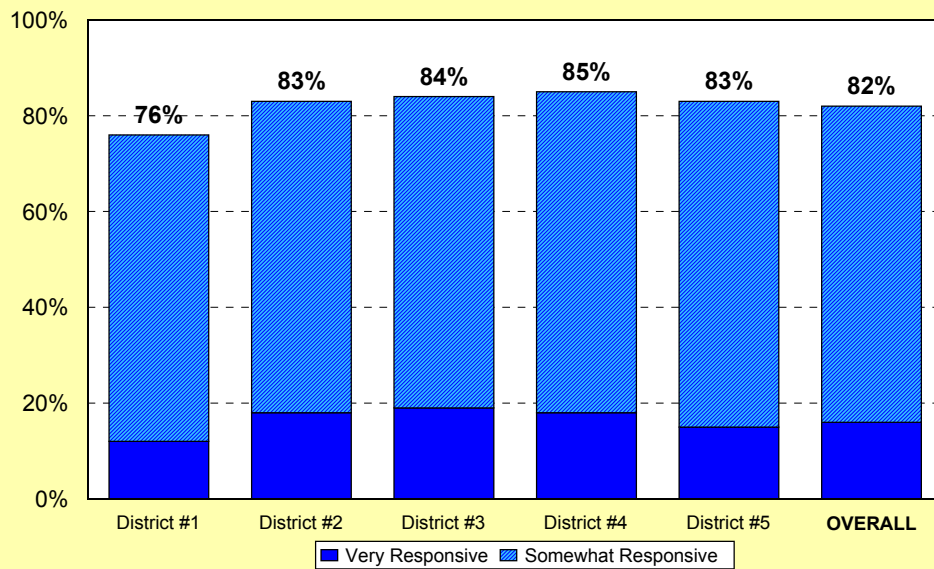
by percentage of respondents



Source: ETC Institute (November, 2003)

Q26. How Responsive Do You Think the County Would Be in Helping You to Solve a Particular Problem?

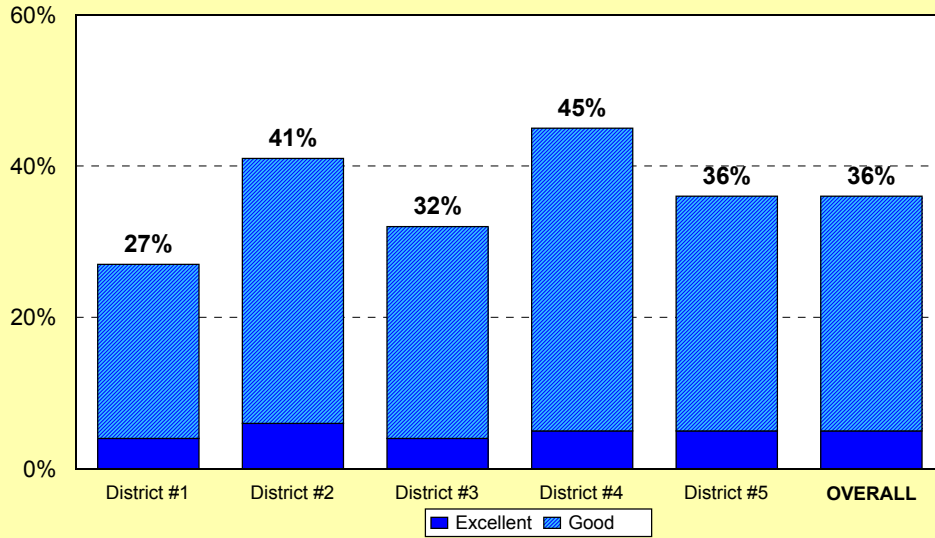
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

Q27. How Would You Rate the County's Efforts To Control How Land Is Used for Development and Open Spaces in Areas Outside Cities?

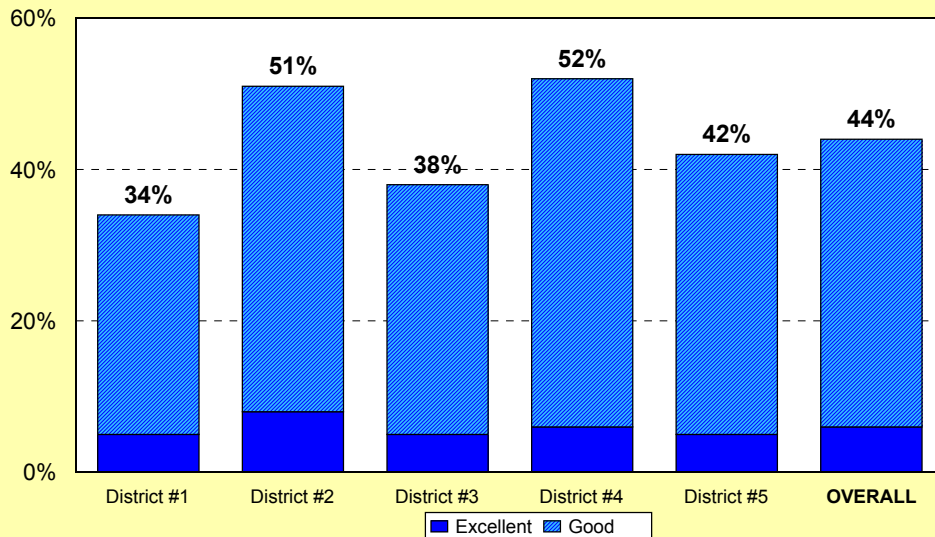
by percentage of respondents



Source: ETC Institute (November, 2003)

Q27. How Would You Rate the County's Efforts To Control How Land Is Used for Development and Open Spaces in Areas Outside Cities?

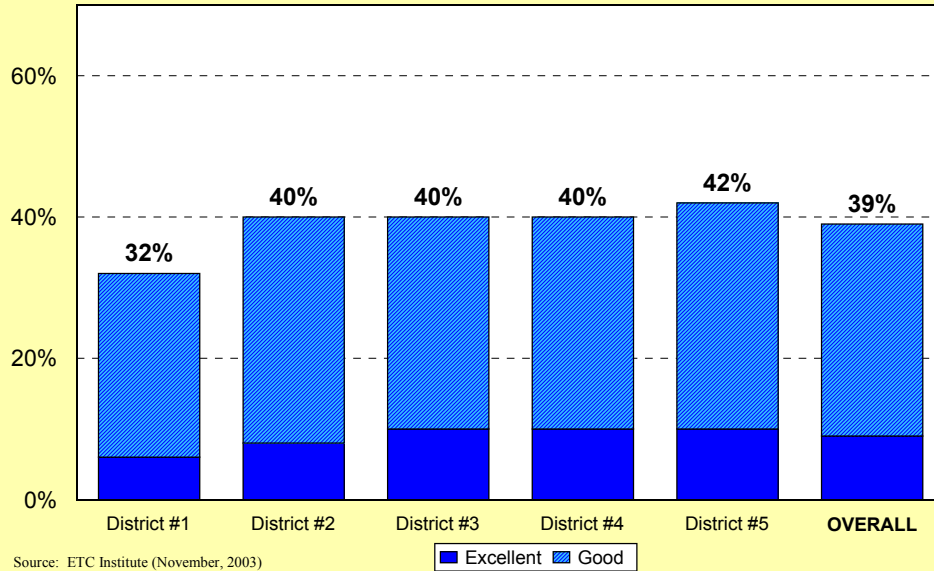
by percentage of respondents (excludes "Don't know")



Source: ETC Institute (November, 2003)

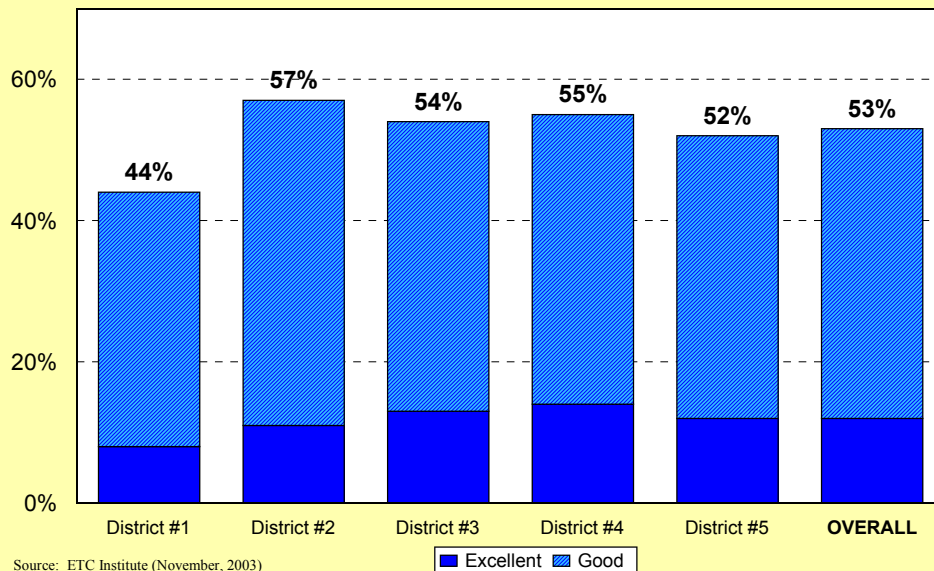
Q28. How Would You Rate the Quality of Programs Being Offered to the County's Senior Citizens, Such as Housing, Meals, and Home Care?

by percentage of respondents



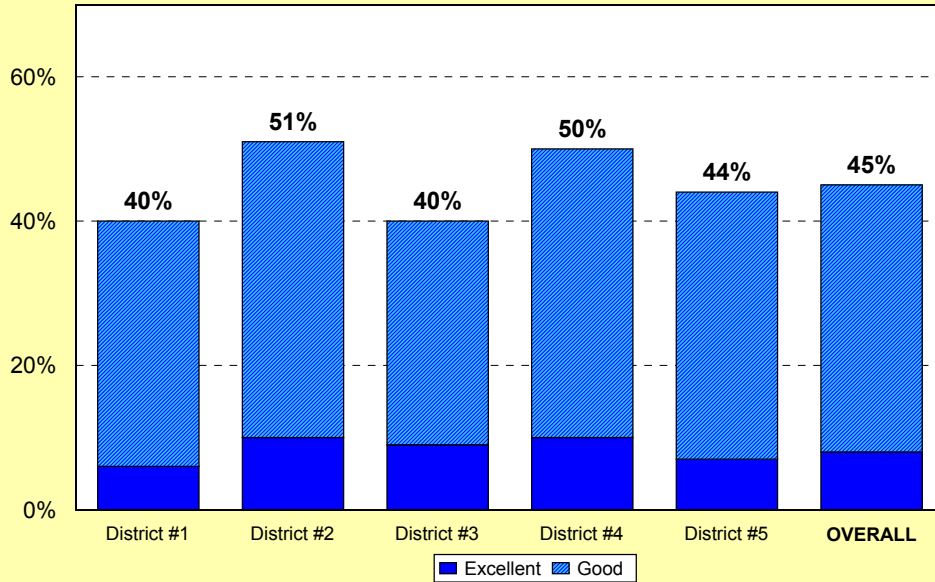
Q28. How Would You Rate the Quality of Programs Being Offered to the County's Senior Citizens, Such as Housing, Meals, and Home Care?

by percentage of respondents (excludes "Don't know")



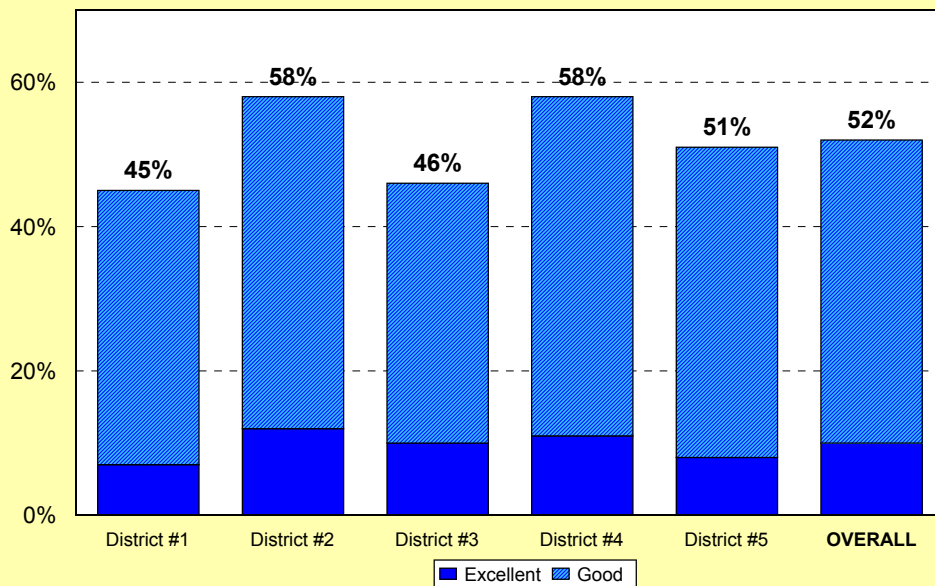
Q29. How Would You Rate the Availability of Recreational Opportunities Within the County?

by percentage of respondents



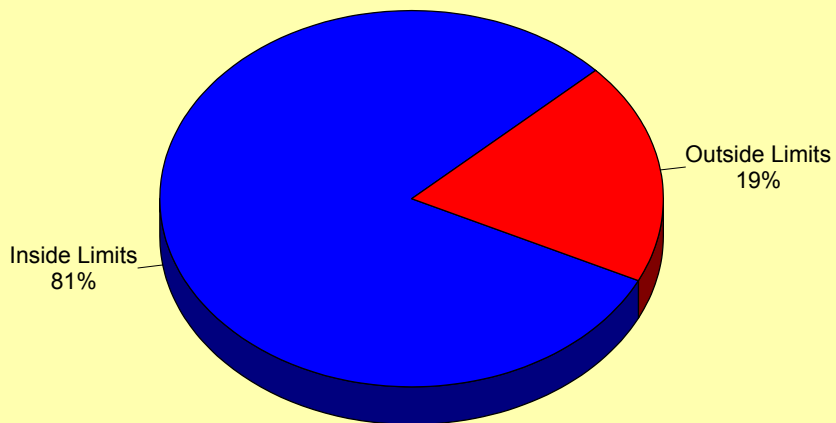
Q29. How Would You Rate the Availability of Recreational Opportunities Within the County?

by percentage of respondents (excludes "Don't know")



Q30. Do You Live Inside or Outside of the City Limits of a Community in San Bernardino County?

by percentage of respondents



Source: ETC Institute (November, 2003)

Q31. How Many Years Have You Lived in San Bernardino County?

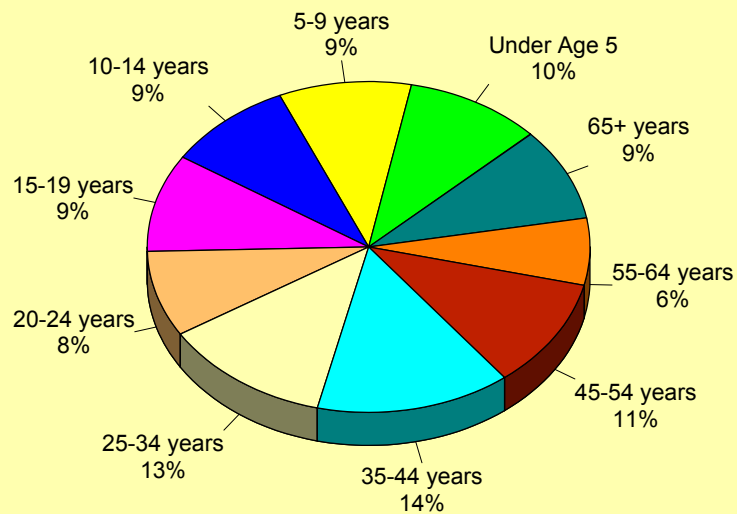
by percentage of respondents



Source: ETC Institute (November, 2003)

Q32. How Many Persons in Your Household (counting yourself) are?

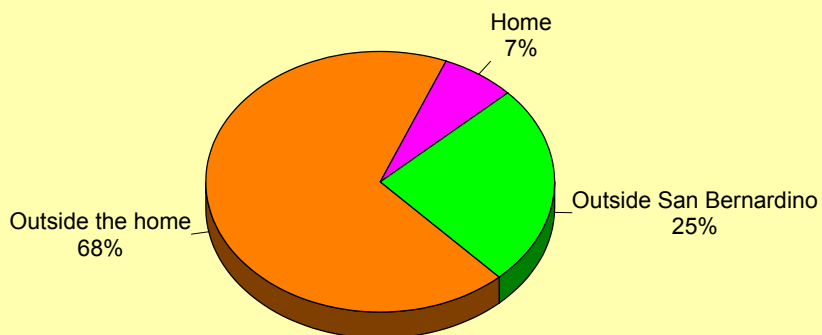
by percentage of respondents



Source: ETC Institute (November, 2003)

Q33. Where Are You Employed?

by percentage of respondents who were employed



Source: ETC Institute (November, 2003)

Section 4

Crosstabs

District	Number	Percent
1	405	20.1 %
2	402	20.0 %
3	400	19.9 %
4	404	20.0 %
5	404	20.0 %
Total	2015	100.0 %

Q1. Overall, how often do you trust the County of San Bernardino to do what is in the best interest of the public? Would you say "always," "usually," "sometimes," or "never?"

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q1 How often trust to do what is best</u>											
Always	10.1%	18.4%	14.0%	17.8%	17.3%	16.6%	10.5%	16.2%	16.0%	14.4%	15.5%
Usually	31.6%	34.3%	36.5%	34.7%	28.0%	33.4%	31.8%	33.7%	32.0%	33.9%	33.0%
Sometimes	41.0%	30.3%	35.3%	35.1%	38.9%	35.8%	37.6%	30.3%	37.8%	37.2%	36.1%
Never	7.7%	7.5%	7.0%	5.0%	7.9%	5.9%	11.6%	5.7%	7.4%	7.2%	7.0%
Not sure	9.6%	9.5%	7.3%	7.4%	7.9%	8.3%	8.4%	14.1%	6.8%	7.2%	8.3%

Q1. Overall, how often do you trust the County of San Bernardino to do what is in the best interest of the public? Would you say "always," "usually," "sometimes," or "never?"

EXCLUDING DON'T KNOWS

N=1847

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q1 How often trust to do what is best</u>											
Always	11.2%	20.3%	15.1%	19.3%	18.8%	18.1%	11.5%	18.8%	17.2%	15.5%	16.9%
Usually	35.0%	37.9%	39.4%	37.4%	30.4%	36.4%	34.8%	39.2%	34.4%	36.6%	36.0%
Sometimes	45.4%	33.5%	38.0%	38.0%	42.2%	39.0%	41.1%	35.3%	40.5%	40.1%	39.4%
Never	8.5%	8.2%	7.5%	5.3%	8.6%	6.5%	12.6%	6.7%	7.9%	7.8%	7.6%

Q2. How do you CURRENTLY receive information about the County of San Bernardino?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q2 How currently receive information</u>											
Newspaper	65.4%	60.2%	68.8%	60.9%	62.9%	64.2%	61.1%	56.7%	62.1%	69.3%	63.6%
Internet	13.6%	19.2%	16.0%	12.9%	16.1%	15.7%	15.0%	14.6%	16.7%	14.4%	15.5%
Mail	26.4%	33.1%	26.8%	30.9%	28.0%	29.1%	28.7%	29.5%	29.8%	27.7%	29.0%
Television	40.2%	42.5%	48.8%	40.3%	48.5%	44.8%	41.3%	40.7%	46.2%	43.0%	44.1%
Radio	14.6%	17.2%	20.8%	13.4%	19.8%	17.1%	17.4%	17.0%	18.4%	15.4%	17.1%
Word of mouth	24.7%	24.9%	28.5%	19.3%	24.8%	23.1%	30.3%	19.8%	23.7%	27.9%	24.4%
Other	4.4%	2.5%	3.5%	2.7%	2.5%	2.8%	4.7%	1.8%	3.1%	3.8%	3.1%
Receive no info	9.1%	9.5%	6.3%	10.6%	8.9%	8.8%	9.2%	10.2%	9.8%	6.9%	8.9%

Q3. Which THREE sources of information for the list I just read would be your PREFERRED way to receive information about the County of San Bernardino?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q3 1st Choice</u>											
Newspaper	44.0%	40.5%	50.0%	46.5%	41.8%	44.6%	44.2%	38.6%	42.4%	50.6%	44.6%
Internet	5.2%	9.5%	5.5%	5.0%	7.2%	6.5%	6.3%	7.6%	7.0%	5.1%	6.5%
Mail	18.8%	20.6%	15.0%	19.8%	14.6%	17.8%	17.6%	21.1%	17.2%	16.5%	17.8%
Television	17.3%	17.9%	18.8%	18.6%	20.8%	18.9%	17.9%	20.6%	20.1%	15.7%	18.7%
Radio	2.7%	2.5%	3.0%	1.2%	3.2%	2.4%	3.2%	2.9%	2.7%	2.1%	2.5%
Word of mouth	6.7%	3.0%	3.8%	3.2%	5.2%	4.0%	5.8%	4.4%	4.0%	4.8%	4.4%
Other	1.2%	0.7%	1.3%	0.7%	1.7%	1.1%	1.3%	0.5%	1.3%	1.3%	1.1%
Receive no info	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%
No answer	4.2%	5.2%	2.8%	4.7%	5.4%	4.7%	3.7%	4.2%	5.1%	3.8%	4.5%

Q3. Which THREE sources of information for the list I just read would be your PREFERRED way to receive information about the County of San Bernardino?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q3 2nd Choice</u>											
Newspaper	20.2%	20.9%	17.8%	20.5%	17.8%	20.0%	17.1%	19.3%	20.0%	18.8%	19.5%
Internet	5.7%	9.7%	7.3%	6.2%	8.4%	7.7%	6.3%	8.1%	7.4%	7.1%	7.4%
Mail	18.0%	16.2%	19.5%	18.8%	16.3%	17.9%	17.4%	15.9%	19.7%	16.3%	17.8%
Television	20.5%	21.4%	22.8%	22.3%	21.3%	21.8%	21.1%	22.5%	20.6%	22.6%	21.6%
Radio	5.4%	4.5%	5.5%	5.0%	6.7%	5.0%	7.4%	3.9%	6.5%	4.8%	5.4%
Word of mouth	4.2%	5.5%	6.0%	5.2%	5.2%	4.7%	7.4%	5.2%	4.0%	6.8%	5.2%
Other	1.7%	1.0%	1.0%	0.2%	0.5%	0.7%	1.6%	1.0%	0.8%	1.0%	0.9%
No answer	24.2%	20.9%	20.3%	21.8%	23.8%	22.1%	21.8%	24.0%	21.1%	22.6%	22.2%

Q3. Which THREE sources of information for the list I just read would be your PREFERRED way to receive information about the County of San Bernardino?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q3 3rd Choice</u>											
Newspaper	10.9%	10.9%	7.8%	6.7%	10.1%	9.4%	8.7%	11.5%	10.5%	6.5%	9.3%
Internet	3.5%	5.2%	5.0%	5.0%	5.0%	4.7%	4.7%	5.0%	4.4%	5.0%	4.7%
Mail	11.6%	12.4%	12.0%	14.6%	13.1%	13.2%	10.8%	12.8%	12.2%	13.4%	12.8%
Television	15.8%	17.2%	14.8%	17.3%	16.8%	16.6%	15.5%	13.3%	17.0%	17.1%	16.4%
Radio	6.7%	10.4%	12.0%	12.1%	8.7%	9.8%	10.8%	11.0%	9.4%	10.2%	10.0%
Word of mouth	7.9%	9.5%	11.0%	5.9%	6.2%	8.0%	8.4%	7.3%	8.0%	8.6%	8.1%
Other	0.7%	0.5%	0.3%	0.7%	0.2%	0.6%	0.3%	0.0%	0.6%	0.6%	0.5%
No answer	43.0%	33.8%	37.3%	37.6%	39.9%	37.6%	40.8%	39.2%	37.8%	38.6%	38.3%

Q3. Which THREE sources of information for the list I just read would be your PREFERRED way to receive information about the County of San Bernardino? (all three selections)

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q3 Sum of Top 3 Choices</u>											
Newspaper	75.1%	72.4%	75.5%	73.8%	69.8%	74.1%	70.0%	69.5%	72.9%	76.0%	73.3%
Internet	14.3%	24.4%	17.8%	16.1%	20.5%	18.9%	17.4%	20.6%	18.8%	17.1%	18.6%
Mail	48.4%	49.3%	46.5%	53.2%	44.1%	48.9%	45.8%	49.9%	49.1%	46.3%	48.3%
Television	53.6%	56.5%	56.3%	58.2%	58.9%	57.3%	54.5%	56.4%	57.7%	55.4%	56.7%
Radio	14.8%	17.4%	20.5%	18.3%	18.6%	17.2%	21.3%	17.8%	18.6%	17.1%	17.9%
Word of mouth	18.8%	17.9%	20.8%	14.4%	16.6%	16.7%	21.6%	17.0%	16.0%	20.2%	17.7%
Other	3.7%	2.2%	2.5%	1.7%	2.5%	2.4%	3.2%	1.6%	2.7%	2.8%	2.5%
Receive no info	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%
No answer	4.2%	5.2%	2.8%	4.7%	5.4%	4.7%	3.7%	4.2%	5.1%	3.8%	4.5%

Q4. During the past 12 months have you received services from any of the following county organizations?

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q4 Have received services</u>											
Arrowhead Regional Medical Center	9.1%	14.9%	16.8%	9.9%	23.8%	15.7%	11.3%	13.6%	15.4%	15.0%	14.9%
District Attorney's Office	6.7%	6.2%	6.5%	5.7%	7.9%	6.7%	6.1%	6.8%	7.4%	5.5%	6.6%
County Auditor/Recorder	9.9%	14.7%	10.3%	10.1%	9.2%	11.0%	10.3%	8.6%	10.8%	11.9%	10.8%
County Libraries	31.1%	36.6%	40.8%	38.6%	33.2%	37.5%	30.3%	30.8%	42.0%	31.0%	36.0%
County Museum	8.1%	9.7%	20.0%	7.2%	11.1%	11.7%	8.9%	9.9%	11.8%	11.0%	11.2%
County Public Health Department	13.1%	14.9%	15.0%	12.6%	14.4%	14.8%	10.3%	13.8%	15.4%	12.3%	14.0%
Sheriff	19.8%	15.4%	18.0%	14.4%	16.1%	16.5%	17.6%	12.0%	18.5%	17.0%	16.7%
County Probation Department	1.7%	2.0%	3.3%	3.5%	5.0%	3.3%	2.1%	2.3%	3.4%	3.1%	3.1%
County Election Office	28.9%	23.9%	23.3%	24.3%	23.8%	24.7%	25.0%	18.3%	24.7%	28.4%	24.8%
County's Public Defender	1.7%	2.0%	2.0%	4.7%	3.5%	3.1%	1.3%	2.6%	2.8%	2.8%	2.8%
Veterans Affairs	6.7%	6.2%	7.5%	3.0%	6.2%	6.2%	4.5%	5.2%	4.9%	7.5%	5.9%
Senior Services	11.1%	8.0%	7.8%	7.2%	7.9%	7.6%	11.1%	4.7%	7.4%	11.6%	8.4%
None chosen	34.8%	29.6%	26.8%	32.9%	29.5%	29.4%	36.8%	37.9%	26.4%	32.5%	30.7%

Q5. Overall, how safe do you feel from crime in San Bernardino County?

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Q5 Overall how safe feel from crime											
Very safe	24.0%	19.7%	19.3%	22.0%	11.6%	19.3%	19.5%	21.9%	19.8%	17.3%	19.3%
Somewhat safe	61.7%	58.5%	54.8%	63.9%	55.2%	58.9%	58.2%	60.3%	59.0%	57.7%	58.8%
Somewhat unsafe	9.1%	15.2%	14.5%	8.2%	20.3%	13.7%	12.6%	12.3%	12.3%	15.6%	13.4%
Very unsafe	4.2%	5.5%	10.8%	5.0%	11.1%	6.9%	8.9%	4.4%	7.4%	8.8%	7.3%
Don't know	1.0%	1.2%	0.8%	1.0%	1.7%	1.2%	0.8%	1.0%	1.5%	0.7%	1.1%

Q5. (excluding don't knows)

N=1992

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Q5 Overall how safe feel from crime											
Very safe	24.2%	19.9%	19.4%	22.3%	11.8%	19.5%	19.6%	22.2%	20.1%	17.4%	19.5%
Somewhat safe	62.3%	59.2%	55.2%	64.5%	56.2%	59.7%	58.6%	60.9%	59.9%	58.1%	59.5%
Somewhat unsafe	9.2%	15.4%	14.6%	8.3%	20.7%	13.8%	12.7%	12.4%	12.5%	15.7%	13.6%
Very unsafe	4.2%	5.5%	10.8%	5.0%	11.3%	7.0%	9.0%	4.5%	7.5%	8.8%	7.4%

Q6. Do you feel the county provides residents with adequate protection from fire?

N=2015											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Yes	81.5%	85.6%	81.0%	84.4%	80.4%	82.8%	82.1%	79.6%	83.2%	83.3%	82.6%
No	13.6%	11.7%	14.0%	11.4%	16.1%	12.9%	15.3%	14.4%	13.4%	12.7%	13.3%
Don't know	4.9%	2.7%	5.0%	4.2%	3.5%	4.3%	2.6%	6.0%	3.4%	4.0%	4.1%

Q6. (excluding don't knows)

N=1933											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Yes	85.7%	88.0%	85.3%	88.1%	83.3%	86.5%	84.3%	84.7%	86.1%	86.7%	86.1%
No	14.3%	12.0%	14.7%	11.9%	16.7%	13.5%	15.7%	15.3%	13.9%	13.3%	13.9%

Q7a. How familiar are you with the services provided by Arrowhead Regional Medical Center?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q7a Familiar with services</u>											
Not familiar at all	52.5%	47.8%	42.5%	53.0%	35.6%	45.6%	48.9%	56.9%	45.9%	40.9%	46.3%
Somewhat	29.5%	35.3%	38.5%	31.7%	41.3%	35.5%	34.7%	25.3%	36.4%	39.2%	35.3%
Very familiar	18.1%	16.9%	19.0%	15.3%	23.0%	18.9%	16.3%	17.8%	17.7%	19.8%	18.5%

Q7b. For the cost of the services provided by Arrowhead Regional Medical Center, the county spends about \$519 per household per year of which \$58 is funded from local taxes. Knowing this, would you rate the value of the services provided by Arrowhead Regional Medical Center compared to the cost of those services as:

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q7b Rate value of services</u>											
Very poor	6.2%	4.2%	4.3%	5.0%	4.7%	4.1%	8.2%	3.9%	5.5%	4.5%	4.9%
Somewhat poor	8.4%	8.5%	8.0%	7.7%	12.4%	9.3%	7.9%	9.9%	9.2%	8.2%	9.0%
Good	40.0%	45.0%	48.5%	49.3%	53.5%	47.4%	46.8%	46.7%	49.4%	44.7%	47.2%
Excellent	12.1%	13.4%	12.3%	8.4%	10.9%	12.0%	8.9%	13.6%	9.7%	12.4%	11.4%
Don't know	33.3%	28.9%	27.0%	29.7%	18.6%	27.3%	28.2%	25.8%	26.2%	30.1%	27.5%

Q7b. (excluding don't knows)

N=1461

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q7b Rate value of services</u>											
Very poor	9.3%	5.9%	5.8%	7.0%	5.8%	5.6%	11.4%	5.3%	7.5%	6.5%	6.7%
Somewhat poor	12.6%	11.9%	11.0%	10.9%	15.2%	12.7%	11.0%	13.4%	12.5%	11.7%	12.4%
Good	60.0%	63.3%	66.4%	70.1%	65.7%	65.2%	65.2%	63.0%	66.9%	64.0%	65.2%
Excellent	18.1%	18.9%	16.8%	12.0%	13.4%	16.4%	12.5%	18.3%	13.2%	17.8%	15.7%

Q7c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by Arrowhead Regional Medical Center?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	District										
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Less	15.3%	16.2%	10.8%	18.1%	15.8%	15.3%	15.0%	19.1%	14.4%	14.3%	15.2%
Same	41.0%	46.8%	53.3%	50.0%	49.5%	47.9%	48.9%	45.2%	52.1%	44.6%	48.1%
More	18.5%	20.1%	18.3%	16.1%	20.5%	19.3%	16.3%	17.5%	17.7%	20.7%	18.7%
Don't know	25.2%	16.9%	17.8%	15.8%	14.1%	17.5%	19.7%	18.3%	15.8%	20.5%	18.0%

Q7c. (excluding don't knows)

N=1653						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	District										
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Less	20.5%	19.5%	13.1%	21.5%	18.4%	18.5%	18.7%	23.3%	17.1%	18.0%	18.6%
Same	54.8%	56.3%	64.7%	59.4%	57.6%	58.1%	61.0%	55.3%	61.8%	56.0%	58.6%
More	24.8%	24.3%	22.2%	19.1%	23.9%	23.3%	20.3%	21.4%	21.1%	26.0%	22.8%

Q8a. How familiar are you with the services provided by the County Assessor?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q8a Familiar with Assessor</u>											
Not familiar at all	50.5%	56.6%	46.4%	58.1%	62.4%	55.4%	52.1%	64.4%	58.2%	45.2%	54.8%
Somewhat	34.9%	37.4%	45.9%	34.0%	30.6%	36.6%	36.1%	30.4%	33.5%	43.8%	36.5%
Very familiar	14.6%	6.0%	7.8%	7.9%	7.0%	7.9%	11.8%	5.2%	8.2%	11.1%	8.7%

Q8b. For the cost of the services provided by the Assessor, the county spends about \$21 per household per year from local taxes. Knowing this, would you rate the value of the services provided by the Assessor compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q8b Rate value of services for Assessor</u>											
Very poor	6.4%	4.2%	2.3%	4.7%	2.5%	3.4%	6.8%	3.1%	4.5%	3.8%	4.0%
Somewhat poor	15.8%	12.7%	13.8%	11.4%	18.1%	13.8%	16.8%	13.3%	14.3%	15.0%	14.3%
Good	47.7%	53.0%	53.8%	56.7%	49.3%	52.5%	50.3%	52.5%	51.7%	52.2%	52.1%
Excellent	6.2%	4.7%	7.3%	5.0%	5.2%	6.1%	3.7%	6.8%	5.2%	5.7%	5.7%
Don't know	24.0%	25.4%	23.0%	22.3%	25.0%	24.3%	22.4%	24.3%	24.2%	23.3%	23.9%

Q8b. (excluding don't knows)

N=1533	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q8b Rate value of services for Assessor</u>											
Very poor	8.4%	5.7%	2.9%	6.1%	3.3%	4.5%	8.8%	4.1%	6.0%	5.0%	5.3%
Somewhat poor	20.8%	17.0%	17.9%	14.6%	24.1%	18.2%	21.7%	17.6%	18.9%	19.6%	18.9%
Good	62.7%	71.0%	69.8%	72.9%	65.7%	69.3%	64.7%	69.3%	68.3%	68.1%	68.4%
Excellent	8.1%	6.3%	9.4%	6.4%	6.9%	8.0%	4.7%	9.0%	6.9%	7.4%	7.4%

Q8c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Assessor?

N=2015											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Less	24.0%	18.9%	18.0%	22.3%	19.1%	19.7%	23.7%	17.8%	20.6%	21.8%	20.4%
Same	50.1%	57.0%	54.8%	61.4%	51.0%	55.2%	53.4%	55.1%	55.7%	53.5%	54.8%
More	8.4%	6.7%	8.8%	4.5%	9.7%	7.7%	6.8%	6.5%	8.0%	7.6%	7.6%
Don't know	17.5%	17.4%	18.5%	11.9%	20.3%	17.4%	16.1%	20.6%	15.7%	17.1%	17.1%

Q8c. (excluding don't knows)

N=1670											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Less	29.0%	22.9%	22.1%	25.3%	23.9%	23.8%	28.2%	22.4%	24.4%	26.3%	24.7%
Same	60.8%	69.0%	67.2%	69.7%	64.0%	66.8%	63.6%	69.4%	66.1%	64.5%	66.2%
More	10.2%	8.1%	10.7%	5.1%	12.1%	9.3%	8.2%	8.2%	9.5%	9.2%	9.2%

Q9a. How familiar are you with the services provided by the County Auditor-Recorder?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q9a Familiar with Auditor-Recorder</u>											
Not familiar at all	58.8%	52.2%	54.1%	60.3%	60.4%	56.8%	58.7%	64.4%	58.1%	52.1%	57.2%
Somewhat	33.1%	40.3%	36.6%	32.5%	33.6%	35.9%	32.5%	31.2%	34.4%	38.4%	35.2%
Very familiar	8.1%	7.5%	9.3%	7.3%	6.0%	7.4%	8.7%	4.5%	7.5%	9.5%	7.6%

Q9b. For the cost of the services provided by the Auditor-Recorder, the county spends about \$24 per household per year of which \$5 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Auditor-Recorder compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q9b Rate value of Auditor-Recorder</u>											
Very poor	4.2%	2.7%	2.5%	2.7%	2.7%	2.3%	6.1%	2.1%	3.6%	2.7%	3.0%
Somewhat poor	12.1%	8.7%	10.0%	8.2%	12.9%	9.7%	13.2%	13.6%	9.2%	10.2%	10.4%
Good	52.3%	57.0%	58.8%	61.9%	55.4%	57.3%	55.8%	54.8%	56.4%	59.1%	57.1%
Excellent	7.9%	8.7%	7.0%	5.7%	5.9%	7.4%	5.8%	7.6%	7.4%	6.4%	7.0%
Don't know	23.5%	22.9%	21.8%	21.5%	23.0%	23.3%	19.2%	21.9%	23.5%	21.6%	22.5%

Q9b. (excluding don't knows)

N=1561	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q9b Rate value of Auditor-Recorder</u>											
Very poor	5.5%	3.5%	3.2%	3.5%	3.5%	3.0%	7.5%	2.7%	4.7%	3.4%	3.8%
Somewhat poor	15.8%	11.3%	12.8%	10.4%	16.7%	12.7%	16.3%	17.4%	12.0%	13.0%	13.4%
Good	68.4%	73.9%	75.1%	78.9%	72.0%	74.7%	69.1%	70.2%	73.7%	75.5%	73.7%
Excellent	10.3%	11.3%	8.9%	7.3%	7.7%	9.6%	7.2%	9.7%	9.6%	8.1%	9.1%

Q9c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Auditor-Recorder?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20		
Less	16.3%	17.2%	14.8%	15.1%	11.9%	14.2%	18.4%	15.4%	14.7%	15.3%	15.0%
Same	58.3%	56.5%	60.0%	66.3%	59.2%	60.8%	57.4%	57.7%	60.2%	61.1%	60.0%
More	10.4%	10.9%	8.8%	6.4%	11.6%	9.6%	9.5%	10.7%	9.4%	9.3%	9.6%
Don't know	15.1%	15.4%	16.5%	12.1%	17.3%	15.4%	14.7%	16.2%	15.7%	14.3%	15.3%

Q9c. (excluding don't knows)

N=1707						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20		
Less	19.2%	20.3%	17.7%	17.2%	14.4%	16.8%	21.6%	18.4%	17.5%	17.8%	17.8%
Same	68.6%	66.8%	71.9%	75.5%	71.6%	71.9%	67.3%	68.8%	71.4%	71.3%	70.9%
More	12.2%	12.9%	10.5%	7.3%	14.1%	11.3%	11.1%	12.8%	11.2%	10.9%	11.4%

Q10a. How familiar are you with the services provided by the County Coroner?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q10a Familiar with Coroner</u>											
Not familiar at all	40.5%	47.5%	47.7%	44.7%	56.7%	47.5%	46.6%	53.9%	48.3%	42.7%	47.4%
Somewhat	35.3%	41.0%	39.9%	41.2%	31.2%	38.3%	35.3%	31.7%	38.0%	40.7%	37.7%
Very familiar	24.2%	11.4%	12.3%	14.1%	12.1%	14.1%	18.2%	14.4%	13.7%	16.6%	14.9%

Q10b. For the cost of the services provided by the Coroner, the county spends about \$10 per household per year of which \$8 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Coroner compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q10b Rate value of Coroner</u>											
Very poor	4.0%	3.5%	1.8%	3.2%	4.2%	3.1%	4.5%	2.9%	4.2%	2.4%	3.3%
Somewhat poor	9.6%	10.9%	10.5%	8.7%	7.7%	8.8%	12.4%	8.6%	10.8%	8.2%	9.5%
Good	55.8%	51.7%	57.5%	56.4%	54.0%	55.5%	52.9%	55.6%	52.2%	58.6%	55.1%
Excellent	7.2%	8.0%	7.3%	9.9%	9.2%	8.8%	6.3%	8.9%	9.1%	6.9%	8.3%
Don't know	23.5%	25.9%	23.0%	21.8%	25.0%	23.8%	23.9%	24.0%	23.7%	23.9%	23.8%

Q10b. (excluding don't knows)

N=1535	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q10b Rate value of Coroner</u>											
Very poor	5.2%	4.7%	2.3%	4.1%	5.6%	4.0%	5.9%	3.8%	5.5%	3.2%	4.4%
Somewhat poor	12.6%	14.8%	13.6%	11.1%	10.2%	11.6%	16.3%	11.3%	14.2%	10.8%	12.4%
Good	72.9%	69.8%	74.7%	72.2%	71.9%	72.9%	69.6%	73.2%	68.4%	77.0%	72.3%
Excellent	9.4%	10.7%	9.4%	12.7%	12.2%	11.5%	8.3%	11.7%	11.9%	9.1%	10.9%

Q10c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Coroner?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q10c Spending on Coroner</u>											
Less	11.1%	9.2%	9.0%	15.1%	6.7%	9.5%	13.2%	9.1%	10.2%	10.9%	10.2%
Same	57.8%	62.4%	58.3%	63.4%	57.7%	60.1%	59.2%	60.8%	61.3%	57.7%	59.9%
More	14.3%	12.2%	14.0%	9.9%	16.8%	13.8%	11.8%	12.5%	13.6%	13.7%	13.4%
Don't know	16.8%	16.2%	18.8%	11.6%	18.8%	16.6%	15.8%	17.5%	14.9%	17.7%	16.4%

Q10c. (excluding don't knows)

N=1684	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q10c Spending on Coroner</u>											
Less	13.4%	11.0%	11.1%	17.1%	8.2%	11.4%	15.6%	11.1%	12.0%	13.2%	12.2%
Same	69.4%	74.5%	71.7%	71.7%	71.0%	72.1%	70.3%	73.7%	72.0%	70.1%	71.7%
More	17.2%	14.5%	17.2%	11.2%	20.7%	16.5%	14.1%	15.2%	16.0%	16.7%	16.1%

Q11a. How familiar are you with the services provided by the District Attorney?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q11a Familiar with District Attorney</u>											
Not familiar at all	34.2%	38.1%	32.3%	38.7%	42.1%	37.4%	35.3%	43.6%	36.4%	34.4%	37.1%
Somewhat	42.8%	47.3%	54.0%	45.2%	43.8%	47.0%	45.3%	38.9%	47.2%	49.9%	46.6%
Very familiar	23.0%	14.7%	13.8%	16.1%	14.1%	15.7%	19.5%	17.5%	16.4%	15.7%	16.3%

Q11b. For the cost of the services provided by the District Attorney, the county spends about \$70 per household per year of which \$62 is funded from local taxes. Knowing this, would you rate the value of the services provided by the District Attorney compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q11b Rate value of District Attorney</u>											
Very poor	7.9%	7.2%	7.5%	5.7%	7.2%	5.9%	12.1%	6.8%	7.6%	6.6%	7.1%
Somewhat poor	17.8%	12.4%	12.3%	11.1%	17.1%	13.5%	16.8%	13.1%	13.7%	15.3%	14.1%
Good	50.4%	52.0%	55.8%	57.9%	51.2%	54.7%	47.9%	51.2%	55.0%	52.6%	53.4%
Excellent	5.9%	7.2%	7.8%	5.7%	7.2%	6.9%	6.3%	8.9%	5.8%	6.8%	6.7%
Don't know	18.0%	21.1%	16.8%	19.6%	17.3%	18.9%	16.8%	20.1%	17.9%	18.7%	18.6%

Q11b. (excluding don't knows)

N=1641	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q11b Rate value of District Attorney</u>											
Very poor	9.6%	9.1%	9.0%	7.1%	8.7%	7.3%	14.6%	8.5%	9.2%	8.2%	8.7%
Somewhat poor	21.7%	15.8%	14.7%	13.8%	20.7%	16.7%	20.3%	16.3%	16.7%	18.8%	17.4%
Good	61.4%	65.9%	67.0%	72.0%	62.0%	67.5%	57.6%	64.1%	66.9%	64.7%	65.6%
Excellent	7.2%	9.1%	9.3%	7.1%	8.7%	8.5%	7.6%	11.1%	7.1%	8.3%	8.3%

Q11c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the District Attorney?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
Less	25.2%	18.7%	20.8%	21.8%	24.8%	21.5%	25.8%	21.4%	22.5%	22.3%	22.2%
Same	51.9%	55.2%	53.5%	55.9%	49.0%	54.1%	48.7%	52.5%	54.7%	51.5%	53.1%
More	7.9%	12.9%	12.8%	11.6%	12.1%	11.4%	11.8%	11.2%	10.7%	12.4%	11.5%
Don't know	15.1%	13.2%	13.0%	10.6%	14.1%	13.1%	13.7%	14.9%	12.1%	13.7%	13.2%

Q11c. (excluding don't knows)

N=1749						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
Less	29.7%	21.5%	23.9%	24.4%	28.8%	24.7%	29.9%	25.2%	25.6%	25.9%	25.6%
Same	61.0%	63.6%	61.5%	62.6%	57.1%	62.2%	56.4%	61.7%	62.2%	59.7%	61.2%
More	9.3%	14.9%	14.7%	13.0%	14.1%	13.1%	13.7%	13.2%	12.2%	14.4%	13.2%

Q12a. How familiar are you with the services provided by the San Bernardino County Libraries?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q12a Familiar with Library</u>											
Not familiar at all	15.3%	15.7%	14.3%	13.4%	21.5%	15.5%	18.2%	18.8%	14.3%	16.8%	16.0%
Somewhat	39.3%	42.5%	41.0%	42.8%	40.1%	42.0%	37.6%	41.3%	41.6%	40.5%	41.1%
Very familiar	45.4%	41.8%	44.8%	43.8%	38.4%	42.6%	44.2%	39.9%	44.2%	42.7%	42.8%

Q12b. For the cost of the services provided by the Libraries, San Bernardino County spends about \$22 per household per year of which \$16 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Libraries compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q12b Rate value of Library</u>											
Very poor	4.9%	1.7%	2.3%	1.7%	2.0%	2.0%	4.7%	2.1%	2.7%	2.5%	2.5%
Somewhat poor	11.9%	10.0%	7.3%	7.7%	6.7%	8.2%	10.8%	9.1%	9.1%	7.9%	8.7%
Good	54.3%	53.5%	53.5%	60.1%	62.9%	57.5%	54.2%	60.1%	54.7%	58.0%	56.9%
Excellent	21.0%	26.4%	31.0%	24.0%	20.8%	25.0%	22.9%	21.4%	27.3%	22.9%	24.6%
Don't know	7.9%	8.5%	6.0%	6.4%	7.7%	7.2%	7.4%	7.3%	6.3%	8.6%	7.3%

Q12b. (excluding don't knows)

N=1868	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q12b Rate value of Library</u>											
Very poor	5.4%	1.9%	2.4%	1.9%	2.1%	2.2%	5.1%	2.3%	2.9%	2.8%	2.7%
Somewhat poor	12.9%	10.9%	7.7%	8.2%	7.2%	8.9%	11.6%	9.9%	9.7%	8.7%	9.4%
Good	59.0%	58.4%	56.9%	64.3%	68.1%	62.0%	58.5%	64.8%	58.3%	63.5%	61.3%
Excellent	22.8%	28.8%	33.0%	25.7%	22.5%	27.0%	24.7%	23.1%	29.1%	25.1%	26.6%

Q12c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the County Libraries?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Less	8.9%	6.0%	6.0%	7.4%	7.2%	7.2%	6.3%	6.8%	6.7%	7.8%	7.1%
Same	49.1%	47.0%	52.0%	50.5%	51.2%	50.2%	49.5%	52.2%	48.9%	50.1%	50.0%
More	34.8%	41.5%	36.5%	38.4%	34.7%	37.0%	38.2%	34.5%	39.7%	35.4%	37.2%
Don't know	7.2%	5.5%	5.5%	3.7%	6.9%	5.6%	6.1%	6.5%	4.7%	6.8%	5.8%

Q12c. (excluding don't knows)

N=1899	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Less	9.6%	6.3%	6.3%	7.7%	7.7%	7.6%	6.7%	7.3%	7.0%	8.3%	7.5%
Same	52.9%	49.7%	55.0%	52.4%	55.1%	53.2%	52.7%	55.9%	51.3%	53.7%	53.0%
More	37.5%	43.9%	38.6%	39.8%	37.2%	39.2%	40.6%	36.9%	41.7%	37.9%	39.4%

Q13a. How familiar are you with the services provided by the San Bernardino County Museum?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q13a Familiar with Museum</u>											
Not familiar at all	47.3%	43.5%	35.5%	43.3%	43.3%	42.3%	43.7%	50.1%	43.9%	36.9%	42.6%
Somewhat	32.4%	40.3%	44.3%	42.1%	38.6%	41.2%	32.6%	33.2%	38.8%	43.8%	39.5%
Very familiar	20.3%	16.2%	20.3%	14.6%	18.1%	16.6%	23.7%	16.7%	17.3%	19.2%	17.9%

Q13b. For the cost of the services provided by the Museum, the county spends about \$7 per household per year of which \$3 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Museum compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q13b Rate value of Museum</u>											
Very poor	3.5%	2.0%	2.3%	1.7%	2.7%	1.9%	4.7%	3.1%	2.3%	2.3%	2.4%
Somewhat poor	8.4%	7.7%	5.8%	4.2%	8.7%	6.7%	8.2%	6.8%	7.5%	6.4%	6.9%
Good	56.8%	53.2%	56.5%	64.4%	56.2%	57.8%	56.1%	56.7%	58.0%	57.0%	57.4%
Excellent	11.1%	16.9%	19.0%	12.9%	16.1%	15.6%	13.4%	13.6%	15.5%	15.7%	15.2%
Don't know	20.2%	20.1%	16.5%	16.8%	16.3%	18.0%	17.6%	19.8%	16.8%	18.7%	18.0%

Q13b. (excluding don't knows)

N=1652	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q13b Rate value of Museum</u>											
Very poor	4.3%	2.5%	2.7%	2.1%	3.3%	2.3%	5.8%	3.9%	2.7%	2.8%	3.0%
Somewhat poor	10.5%	9.7%	6.9%	5.1%	10.4%	8.2%	9.9%	8.5%	9.0%	7.8%	8.5%
Good	71.2%	66.7%	67.7%	77.4%	67.2%	70.5%	68.1%	70.7%	69.7%	70.1%	70.0%
Excellent	13.9%	21.2%	22.8%	15.5%	19.2%	19.1%	16.3%	16.9%	18.6%	19.3%	18.5%

Q13c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the County Museum?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q13c Spending on Museum</u>											
Less	8.6%	5.2%	5.5%	7.2%	8.2%	6.1%	10.3%	6.5%	6.5%	7.8%	6.9%
Same	55.1%	56.5%	55.5%	62.6%	54.2%	57.5%	54.2%	55.4%	57.8%	56.2%	56.8%
More	21.5%	25.6%	25.0%	20.0%	25.5%	23.7%	22.9%	23.8%	23.6%	23.3%	23.5%
Don't know	14.8%	12.7%	14.0%	10.1%	12.1%	12.8%	12.6%	14.4%	12.1%	12.7%	12.8%

Q13c. (excluding don't knows)

N=1758	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q13c Spending on Museum</u>											
Less	10.1%	6.0%	6.4%	8.0%	9.3%	7.0%	11.7%	7.6%	7.4%	8.9%	8.0%
Same	64.6%	64.7%	64.5%	69.7%	61.7%	65.9%	62.0%	64.6%	65.8%	64.3%	65.1%
More	25.2%	29.3%	29.1%	22.3%	29.0%	27.1%	26.2%	27.7%	26.8%	26.7%	27.0%

Q14a. How familiar are you with the services provided by the Probation Department?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q14a Familiar with Probation</u>											
Not familiar at all	45.4%	51.0%	46.7%	45.8%	51.5%	48.5%	46.0%	53.4%	49.1%	43.8%	48.1%
Somewhat	34.1%	37.1%	40.7%	37.8%	37.4%	37.9%	35.4%	33.5%	36.4%	40.9%	37.4%
Very familiar	20.5%	11.9%	12.6%	16.4%	11.1%	13.6%	18.5%	13.1%	14.5%	15.3%	14.5%

2003 San Bernardino County Community Survey

Q14b. For the cost of the services provided by the County Probation Department, San Bernardino County spends about \$64 per household per year of which \$42 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Probation Department compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q14b Rate value of Probation</u>											
Very poor	6.7%	5.7%	6.0%	5.2%	5.2%	5.0%	8.9%	4.2%	5.5%	6.9%	5.8%
Somewhat poor	17.8%	12.4%	16.3%	15.3%	13.9%	13.9%	20.5%	12.3%	16.3%	15.1%	15.1%
Good	44.4%	49.0%	46.5%	53.2%	54.2%	50.9%	43.2%	54.3%	48.2%	48.7%	49.5%
Excellent	6.9%	5.7%	5.3%	3.2%	5.0%	5.2%	5.5%	6.5%	5.6%	4.0%	5.2%
Don't know	24.2%	27.1%	26.0%	23.0%	21.8%	25.0%	21.8%	22.7%	24.4%	25.3%	24.4%

Q14b. (excluding don't knows)

N=1523	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q14b Rate value of Probation</u>											
Very poor	8.8%	7.8%	8.1%	6.8%	6.6%	6.7%	11.4%	5.4%	7.3%	9.3%	7.6%
Somewhat poor	23.5%	17.1%	22.0%	19.9%	17.7%	18.6%	26.3%	15.9%	21.6%	20.3%	20.0%
Good	58.6%	67.2%	62.8%	69.1%	69.3%	67.9%	55.2%	70.3%	63.7%	65.2%	65.5%
Excellent	9.1%	7.8%	7.1%	4.2%	6.3%	6.9%	7.1%	8.4%	7.4%	5.3%	6.9%

Q14c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Probation Department?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	

Q14c Spending on Probation

Less	20.0%	17.7%	16.8%	21.5%	17.8%	18.1%	21.3%	17.8%	18.2%	20.1%	18.8%
Same	50.6%	50.7%	53.0%	56.9%	51.7%	53.3%	49.5%	53.8%	53.9%	50.4%	52.6%
More	12.1%	15.4%	13.5%	7.4%	13.6%	12.3%	13.2%	11.5%	12.6%	12.7%	12.4%
Don't know	17.3%	16.2%	16.8%	14.1%	16.8%	16.2%	16.1%	17.0%	15.4%	16.8%	16.2%

Q14c. (excluding don't knows)

N=1688	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	

Q14c Spending on Probation

Less	24.2%	21.1%	20.1%	25.1%	21.4%	21.7%	25.4%	21.4%	21.5%	24.1%	22.4%
Same	61.2%	60.5%	63.7%	66.3%	62.2%	63.7%	58.9%	64.8%	63.7%	60.5%	62.8%
More	14.6%	18.4%	16.2%	8.6%	16.4%	14.6%	15.7%	13.8%	14.8%	15.3%	14.8%

Q15a. How familiar are you with the services provided by the Public Defender?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q15a Familiar with Public Defender</u>											
Not familiar at all	38.9%	42.4%	41.5%	36.7%	47.0%	41.5%	40.3%	49.2%	40.9%	37.5%	41.3%
Somewhat	39.6%	44.4%	46.5%	47.6%	40.1%	44.1%	41.8%	37.2%	43.5%	47.4%	43.6%
Very familiar	21.5%	13.2%	12.0%	15.6%	12.9%	14.4%	17.9%	13.6%	15.6%	15.1%	15.1%

Q15b. For the cost of the services provided by the Public Defender, San Bernardino County spends about \$37 per household per year of which \$36 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Public Defender compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q15b Rate value of Public Defender</u>											
Very poor	5.2%	5.5%	5.0%	5.7%	5.4%	4.8%	7.6%	3.9%	6.2%	5.1%	5.4%
Somewhat poor	19.5%	14.9%	13.0%	9.7%	12.6%	13.2%	17.4%	14.1%	12.6%	15.7%	13.9%
Good	48.6%	48.8%	54.3%	58.2%	54.5%	53.6%	49.2%	55.4%	54.2%	49.8%	52.9%
Excellent	5.4%	5.7%	5.5%	6.4%	6.9%	6.3%	4.7%	6.3%	6.0%	5.9%	6.0%
Don't know	21.2%	25.1%	22.3%	20.0%	20.5%	22.0%	21.1%	20.4%	21.1%	23.5%	21.8%

Q15b. (excluding don't knows)

N=1575	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q15b Rate value of Public Defender</u>											
Very poor	6.6%	7.3%	6.4%	7.1%	6.9%	6.2%	9.7%	4.9%	7.8%	6.7%	6.9%
Somewhat poor	24.8%	19.9%	16.7%	12.1%	15.9%	16.9%	22.0%	17.7%	15.9%	20.5%	17.8%
Good	61.8%	65.1%	69.8%	72.8%	68.5%	68.8%	62.3%	69.5%	68.7%	65.1%	67.6%
Excellent	6.9%	7.6%	7.1%	8.0%	8.7%	8.1%	6.0%	7.9%	7.5%	7.8%	7.7%

Q15c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Public Defender?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q15c Spending for Public Defender</u>											
Less	20.2%	16.7%	17.8%	18.3%	16.3%	17.6%	18.7%	17.0%	16.6%	20.1%	17.9%
Same	55.1%	51.5%	53.5%	58.4%	53.2%	54.9%	52.6%	54.8%	55.3%	52.9%	54.3%
More	10.4%	16.2%	11.3%	11.1%	15.3%	12.7%	13.4%	12.3%	14.5%	11.0%	12.9%
Don't know	14.3%	15.7%	17.5%	12.1%	15.1%	14.8%	15.3%	15.9%	13.6%	16.0%	14.9%

Q15c. (excluding don't knows)

N=1714						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q15c Spending for Public Defender</u>											
Less	23.6%	19.8%	21.5%	20.8%	19.2%	20.7%	22.0%	20.2%	19.2%	23.9%	21.0%
Same	64.3%	61.1%	64.8%	66.5%	62.7%	64.4%	62.1%	65.2%	64.0%	63.0%	63.9%
More	12.1%	19.2%	13.6%	12.7%	18.1%	14.9%	15.8%	14.6%	16.8%	13.1%	15.1%

Q16a. How familiar are you with the services provided by the Public Health Department?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q16a Familiar with Health Department</u>											
Not familiar at all	26.9%	27.4%	25.3%	28.3%	29.8%	26.9%	29.8%	31.7%	27.4%	25.5%	27.5%
Somewhat	43.5%	46.3%	49.3%	49.6%	45.2%	47.6%	43.5%	41.6%	46.4%	49.9%	46.7%
Very familiar	29.6%	26.4%	25.5%	22.1%	25.1%	25.5%	26.6%	26.7%	26.2%	24.6%	25.7%

Q16b. For the cost of the services provided by the Public Health Department, San Bernardino County spends about \$139 per household per year of which \$28 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Public Health Department compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q16b Rate value of Health Department</u>											
Very poor	5.4%	2.7%	4.3%	4.0%	5.2%	4.0%	5.5%	3.7%	5.1%	3.7%	4.3%
Somewhat poor	15.1%	16.2%	13.5%	9.9%	11.9%	13.1%	14.5%	11.7%	14.0%	13.3%	13.3%
Good	57.8%	55.2%	53.8%	61.6%	57.4%	57.0%	58.2%	59.3%	55.4%	58.3%	57.2%
Excellent	7.2%	11.4%	15.0%	10.9%	13.4%	12.1%	9.2%	12.3%	12.7%	9.8%	11.6%
Don't know	14.6%	14.4%	13.5%	13.6%	12.1%	13.9%	12.6%	13.1%	12.9%	15.0%	13.6%

Q16b. (excluding don't knows)

N=1740	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q16b Rate value of Health Department</u>											
Very poor	6.4%	3.2%	4.9%	4.6%	5.9%	4.7%	6.3%	4.2%	5.8%	4.3%	5.0%
Somewhat poor	17.6%	18.9%	15.6%	11.5%	13.5%	15.2%	16.6%	13.5%	16.0%	15.6%	15.4%
Good	67.6%	64.5%	62.1%	71.3%	65.4%	66.1%	66.6%	68.2%	63.6%	68.6%	66.2%
Excellent	8.4%	13.4%	17.3%	12.6%	15.2%	14.0%	10.5%	14.1%	14.5%	11.5%	13.4%

Q16c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Public Health Department?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q16c Spending on Health Department</u>											
Less	12.6%	7.7%	8.0%	11.9%	9.4%	9.5%	11.6%	10.2%	9.6%	10.2%	9.9%
Same	50.6%	47.3%	49.5%	53.5%	47.5%	48.9%	53.2%	53.5%	47.4%	50.5%	49.7%
More	25.7%	35.6%	31.3%	27.2%	32.2%	31.6%	25.5%	25.1%	33.7%	29.0%	30.4%
Don't know	11.1%	9.5%	11.3%	7.4%	10.9%	10.1%	9.7%	11.2%	9.3%	10.3%	10.0%

Q16c. (excluding don't knows)

N=1813						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20		
<u>Q16c Spending on Health Department</u>											
Less	14.2%	8.5%	9.0%	12.8%	10.6%	10.6%	12.8%	11.5%	10.6%	11.4%	11.0%
Same	56.9%	52.2%	55.8%	57.8%	53.3%	54.3%	58.9%	60.3%	52.3%	56.3%	55.2%
More	28.9%	39.3%	35.2%	29.4%	36.1%	35.1%	28.3%	28.2%	37.1%	32.3%	33.8%

Q17a. How familiar are you with the services provided by Elections/Registrar of Voters?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q17a Familiar with Elections/Registrar</u>											
Not familiar at all	24.9%	27.9%	23.0%	24.5%	31.2%	27.4%	21.3%	35.5%	27.2%	20.3%	26.3%
Somewhat	46.7%	52.1%	50.5%	49.8%	47.3%	49.6%	47.9%	45.2%	49.6%	51.0%	49.3%
Very familiar	28.4%	20.0%	26.5%	25.7%	21.5%	22.9%	30.8%	19.3%	23.3%	28.8%	24.4%

Q17b. For the cost of the services provided by the Elections/Registrar of Voters, San Bernardino County spends about \$8 per household per year of which \$5 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Elections/Registrar of Voters compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q17b Rate value of Elections/Registrar</u>											
Very poor	3.5%	3.7%	3.8%	2.5%	2.2%	2.8%	4.7%	2.6%	4.0%	2.3%	3.1%
Somewhat poor	10.6%	10.0%	6.8%	6.7%	10.4%	8.3%	11.3%	11.5%	8.3%	8.2%	8.9%
Good	64.4%	60.9%	67.3%	63.6%	62.4%	63.7%	63.7%	64.2%	62.3%	65.2%	63.7%
Excellent	11.1%	11.4%	12.8%	14.9%	10.4%	12.4%	10.8%	7.3%	11.9%	15.0%	12.1%
Don't know	10.4%	13.9%	9.5%	12.4%	14.6%	12.8%	9.5%	14.4%	13.4%	9.3%	12.2%

Q17b. (excluding don't knows)

N=1770	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q17b Rate value of Elections/Registrar</u>											
Very poor	3.9%	4.3%	4.1%	2.8%	2.6%	3.2%	5.2%	3.0%	4.6%	2.5%	3.6%
Somewhat poor	11.8%	11.6%	7.5%	7.6%	12.2%	9.6%	12.5%	13.4%	9.6%	9.0%	10.1%
Good	71.9%	70.8%	74.3%	72.6%	73.0%	73.0%	70.3%	75.0%	72.0%	71.9%	72.5%
Excellent	12.4%	13.3%	14.1%	16.9%	12.2%	14.3%	11.9%	8.5%	13.8%	16.5%	13.8%

Q17c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Elections/Registrar of Voters?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q17c Spending on Elections/Registrar</u>											
Less	13.6%	11.9%	11.0%	11.6%	10.1%	11.4%	12.6%	11.5%	12.4%	10.7%	11.7%
Same	64.9%	65.2%	70.3%	71.0%	64.4%	67.1%	67.9%	66.1%	66.3%	68.7%	67.1%
More	11.4%	11.9%	9.0%	8.4%	12.4%	10.6%	10.5%	9.1%	10.6%	11.5%	10.6%
Don't know	10.1%	10.9%	9.8%	8.9%	13.1%	10.9%	8.9%	13.3%	10.6%	9.1%	10.6%

Q17c. (excluding don't knows)

N=1802						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q17c Spending on Elections/Registrar</u>											
Less	15.1%	13.4%	12.2%	12.8%	11.7%	12.8%	13.9%	13.3%	13.9%	11.8%	13.0%
Same	72.3%	73.2%	77.8%	78.0%	74.1%	75.3%	74.6%	76.2%	74.2%	75.6%	75.1%
More	12.6%	13.4%	10.0%	9.2%	14.2%	11.9%	11.6%	10.5%	11.9%	12.6%	11.9%

Q18a. How familiar are you with the services provided by County Road Maintenance?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q18a Familiar with Road Maintenance</u>											
Not familiar at all	21.5%	27.1%	28.0%	23.5%	32.7%	28.3%	18.4%	30.9%	26.2%	24.5%	26.6%
Somewhat	40.5%	49.0%	44.8%	52.3%	42.1%	45.9%	45.3%	44.5%	47.1%	44.5%	45.7%
Very familiar	38.0%	23.9%	27.3%	24.3%	25.2%	25.8%	36.3%	24.6%	26.7%	30.9%	27.7%

Q18b. For the cost of the services provided by Road Maintenance, San Bernardino County spends about \$178 per household per year of which \$62 is funded from local taxes. Knowing this, would you rate the value of the services provided by Road Maintenance compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q18b Rate value of Road Maintenance</u>											
Very poor	25.2%	15.2%	18.3%	9.7%	18.8%	15.9%	24.2%	13.8%	17.6%	19.1%	17.4%
Somewhat poor	27.4%	26.1%	31.0%	23.5%	25.5%	26.5%	27.4%	25.6%	28.1%	25.5%	26.7%
Good	37.0%	41.8%	37.3%	54.2%	40.1%	42.9%	38.4%	44.1%	40.2%	43.4%	42.1%
Excellent	3.2%	6.5%	5.0%	5.7%	5.2%	5.4%	3.9%	5.0%	6.2%	3.8%	5.1%
Don't know	7.2%	10.4%	8.5%	6.9%	10.4%	9.3%	6.1%	11.5%	7.9%	8.2%	8.7%

Q18b. (excluding don't knows)

N=1840	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q18b Rate value of Road Maintenance</u>											
Very poor	27.1%	16.9%	19.9%	10.4%	21.0%	17.5%	25.8%	15.6%	19.2%	20.8%	19.1%
Somewhat poor	29.5%	29.2%	33.9%	25.3%	28.5%	29.3%	29.1%	28.9%	30.6%	27.7%	29.2%
Good	39.9%	46.7%	40.7%	58.2%	44.8%	47.3%	40.9%	49.9%	43.6%	47.3%	46.1%
Excellent	3.5%	7.2%	5.5%	6.1%	5.8%	5.9%	4.2%	5.6%	6.7%	4.2%	5.6%

Q18c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by Road Maintenance?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q18c Spending on Road Maintenance</u>											
Less	20.5%	13.7%	12.5%	17.3%	15.1%	14.7%	20.5%	14.4%	16.1%	16.3%	15.8%
Same	45.7%	46.5%	49.5%	55.4%	47.3%	49.9%	44.7%	48.8%	48.2%	49.8%	48.9%
More	26.9%	31.8%	29.5%	22.3%	29.5%	27.8%	28.9%	28.5%	28.8%	26.7%	28.0%
Don't know	6.9%	8.0%	8.5%	5.0%	8.2%	7.6%	5.8%	8.4%	6.9%	7.2%	7.3%

Q18c. (excluding don't knows)

N=1868	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q18c Spending on Road Maintenance</u>											
Less	22.0%	14.9%	13.7%	18.2%	16.4%	15.9%	21.8%	15.7%	17.3%	17.5%	17.1%
Same	49.1%	50.5%	54.1%	58.3%	51.5%	54.0%	47.5%	53.3%	51.7%	53.7%	52.7%
More	28.9%	34.6%	32.2%	23.4%	32.1%	30.1%	30.7%	31.1%	30.9%	28.8%	30.2%

Q19a. How familiar are you with the services provided by Sheriff?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q19a Familiar with Sheriff</u>											
Not familiar at all	20.2%	24.7%	19.3%	20.9%	29.7%	24.1%	17.7%	26.4%	22.5%	21.7%	23.0%
Somewhat	40.7%	49.1%	52.5%	51.2%	43.6%	48.6%	42.5%	46.3%	48.1%	47.0%	47.4%
Very familiar	39.0%	26.2%	28.3%	27.9%	26.7%	27.3%	39.8%	27.2%	29.4%	31.3%	29.6%

Q19b. For the cost of the services provided by the Sheriff, San Bernardino County spends about \$488 per household per year of which \$295 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Sheriff compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q19b Rate value of Sheriff</u>											
Very poor	7.7%	4.5%	5.0%	4.5%	5.0%	4.6%	8.4%	5.2%	5.6%	5.0%	5.3%
Somewhat poor	15.1%	9.7%	13.0%	10.4%	12.1%	11.6%	13.9%	14.4%	11.7%	11.3%	12.1%
Good	55.3%	59.5%	56.3%	62.6%	55.7%	58.7%	54.2%	56.1%	58.3%	58.1%	57.9%
Excellent	12.6%	14.9%	15.0%	11.6%	14.6%	13.5%	14.7%	12.3%	14.3%	13.9%	13.7%
Don't know	9.4%	11.4%	10.8%	10.9%	12.6%	11.5%	8.7%	12.0%	10.1%	11.7%	11.0%

Q19b. (excluding don't knows)

N=1793	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q19b Rate value of Sheriff</u>											
Very poor	8.4%	5.1%	5.6%	5.0%	5.7%	5.2%	9.2%	5.9%	6.3%	5.6%	6.0%
Somewhat poor	16.6%	11.0%	14.6%	11.7%	13.9%	13.2%	15.3%	16.3%	13.0%	12.8%	13.6%
Good	61.0%	67.1%	63.0%	70.3%	63.7%	66.3%	59.4%	63.8%	64.9%	65.9%	65.0%
Excellent	13.9%	16.9%	16.8%	13.1%	16.7%	15.3%	16.1%	13.9%	15.9%	15.7%	15.4%

Q19c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Sheriff?

N=2015											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q19c Spending on Sheriff</u>											
Less	16.3%	13.9%	17.8%	23.3%	15.8%	17.2%	18.2%	20.1%	18.0%	15.3%	17.4%
Same	52.3%	50.2%	51.0%	56.4%	52.7%	53.0%	50.8%	53.3%	52.6%	52.1%	52.6%
More	22.2%	26.9%	22.0%	13.4%	21.0%	20.7%	23.2%	16.7%	21.4%	23.1%	21.1%
Don't know	9.1%	9.0%	9.3%	6.9%	10.4%	9.1%	7.9%	9.9%	8.0%	9.6%	8.9%

Q19c. (excluding don't knows)

N=1835											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q19c Spending on Sheriff</u>											
Less	17.9%	15.3%	19.6%	25.0%	17.7%	19.0%	19.7%	22.3%	19.5%	16.9%	19.1%
Same	57.6%	55.2%	56.2%	60.6%	58.8%	58.3%	55.1%	59.1%	57.2%	57.6%	57.7%
More	24.5%	29.5%	24.2%	14.4%	23.5%	22.7%	25.1%	18.6%	23.3%	25.5%	23.2%

Q20a. How familiar are you with the services provided by Veteran's Affairs?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q20a Familiar with Veteran's Affair</u>											
Not familiar at all	46.3%	53.5%	51.5%	54.7%	56.9%	53.4%	48.8%	56.8%	56.1%	45.8%	52.6%
Somewhat	28.0%	32.8%	32.8%	33.7%	30.2%	31.8%	30.6%	28.3%	29.9%	35.4%	31.5%
Very familiar	25.7%	13.7%	15.8%	11.6%	12.9%	14.8%	20.6%	14.9%	14.1%	18.8%	15.9%

Q20b. For the cost of the services provided by Veteran's Affairs, San Bernardino County spends about \$2 per household per year from local taxes. Knowing this, would you rate the value of the services provided by Veteran's Affairs compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q20b Rate value of Veteran's Affairs</u>											
Very poor	10.6%	7.0%	10.8%	5.9%	9.7%	9.0%	8.2%	7.8%	8.4%	9.8%	8.8%
Somewhat poor	12.1%	13.7%	10.5%	12.4%	16.3%	12.4%	15.8%	18.0%	12.7%	10.7%	13.0%
Good	43.5%	40.3%	43.5%	45.3%	40.1%	42.2%	43.4%	41.8%	43.1%	42.1%	42.5%
Excellent	13.8%	13.2%	13.5%	10.1%	11.1%	12.6%	11.3%	8.6%	12.1%	14.7%	12.4%
Don't know	20.0%	25.9%	21.8%	26.2%	22.8%	23.8%	21.3%	23.8%	23.7%	22.6%	23.3%

Q20b. (excluding don't knows)

N=1545	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q20b Rate value of Veteran's Affairs</u>											
Very poor	13.3%	9.4%	13.7%	8.1%	12.5%	11.7%	10.4%	10.3%	11.1%	12.6%	11.5%
Somewhat poor	15.1%	18.5%	13.4%	16.8%	21.2%	16.3%	20.1%	23.6%	16.6%	13.9%	17.0%
Good	54.3%	54.4%	55.6%	61.4%	51.9%	55.4%	55.2%	54.8%	56.5%	54.5%	55.5%
Excellent	17.3%	17.8%	17.3%	13.8%	14.4%	16.6%	14.4%	11.3%	15.9%	19.0%	16.1%

Q20c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by Veteran's Affairs?

N=2015											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q20c Spending on Veteran's Affairs</u>											
Less	4.9%	3.7%	3.0%	6.7%	3.5%	4.2%	5.0%	4.2%	4.7%	4.1%	4.4%
Same	35.8%	41.8%	42.0%	46.3%	41.3%	41.8%	40.3%	42.8%	40.2%	42.4%	41.4%
More	44.9%	39.1%	41.8%	34.2%	39.1%	39.4%	41.6%	37.1%	40.7%	40.0%	39.8%
Don't know	14.3%	15.4%	13.3%	12.9%	16.1%	14.7%	13.2%	15.9%	14.5%	13.4%	14.4%

Q20c. (excluding don't knows)

N=1725											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q20c Spending on Veteran's Affairs</u>											
Less	5.8%	4.4%	3.5%	7.7%	4.1%	4.9%	5.8%	5.0%	5.4%	4.7%	5.1%
Same	41.8%	49.4%	48.4%	53.1%	49.3%	48.9%	46.4%	50.9%	47.0%	49.0%	48.4%
More	52.4%	46.2%	48.1%	39.2%	46.6%	46.2%	47.9%	44.1%	47.6%	46.2%	46.5%

Q21a. How familiar are you with the services provided by the County Treasurer-Tax Collector?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q21a Familiar with Treasurer-Tax Collect</u>											
Not familiar at all	31.6%	36.6%	31.0%	32.4%	42.4%	35.7%	30.9%	43.7%	34.3%	30.7%	34.8%
Somewhat	41.7%	47.5%	53.3%	49.5%	40.0%	47.1%	43.3%	39.8%	47.5%	48.5%	46.4%
Very familiar	26.7%	15.9%	15.8%	18.1%	17.6%	17.2%	25.9%	16.5%	18.2%	20.8%	18.8%

Q21b. For the cost of the services provided by the County Treasurer-Tax Collector, San Bernardino County spends about \$13 per household per year of which \$4 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Treasurer-Tax Collector compared to the cost of those services as:

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Q21b Rate value of Treasurer-Tax Collect											
Very poor	3.7%	3.0%	4.3%	3.7%	3.0%	3.1%	5.5%	2.6%	3.0%	4.7%	3.5%
Somewhat poor	11.6%	12.2%	8.8%	9.7%	13.1%	10.8%	12.1%	12.0%	11.8%	9.6%	11.1%
Good	64.0%	62.2%	67.0%	66.3%	61.9%	64.5%	63.4%	61.6%	64.3%	65.6%	64.3%
Excellent	3.7%	4.2%	6.0%	5.0%	3.7%	4.6%	4.2%	5.0%	4.4%	4.4%	4.5%
Don't know	17.0%	18.4%	14.0%	15.3%	18.3%	17.0%	14.7%	18.8%	16.5%	15.7%	16.6%

Q21b. (excluding don't knows)

N=1680

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Q21b Rate value of Treasurer-Tax Collect											
Very poor	4.5%	3.7%	4.9%	4.4%	3.6%	3.7%	6.5%	3.2%	3.6%	5.5%	4.2%
Somewhat poor	14.0%	14.9%	10.2%	11.4%	16.1%	13.0%	14.2%	14.8%	14.1%	11.4%	13.3%
Good	77.1%	76.2%	77.9%	78.4%	75.8%	77.8%	74.4%	75.9%	76.9%	77.9%	77.1%
Excellent	4.5%	5.2%	7.0%	5.8%	4.5%	5.5%	4.9%	6.1%	5.3%	5.2%	5.4%

Q21c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Treasurer-Tax Collector?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q21c Spending on Treasurer-Tax Collector</u>											
Less	14.3%	16.7%	15.5%	16.8%	14.4%	15.0%	17.9%	14.4%	16.3%	15.1%	15.5%
Same	66.7%	64.2%	68.3%	70.0%	61.9%	66.2%	66.6%	67.6%	65.0%	66.9%	66.2%
More	6.4%	7.0%	4.0%	3.7%	8.7%	6.0%	5.8%	4.2%	7.1%	5.4%	6.0%
Don't know	12.6%	12.2%	12.3%	9.4%	15.1%	12.9%	9.7%	13.8%	11.5%	12.6%	12.3%

Q21c. (excluding don't knows)

N=1767	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q21c Spending on Treasurer-Tax Collector</u>											
Less	16.4%	19.0%	17.7%	18.6%	16.9%	17.2%	19.8%	16.7%	18.5%	17.3%	17.7%
Same	76.3%	73.1%	77.8%	77.3%	72.9%	75.9%	73.8%	78.5%	73.5%	76.5%	75.5%
More	7.3%	7.9%	4.6%	4.1%	10.2%	6.9%	6.4%	4.8%	8.1%	6.1%	6.8%

Q22a. How familiar are you with the services provided by County Flood Control District?

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q22a Familiar with Flood Control</u>											
Not familiar at all	42.7%	44.8%	45.9%	43.7%	55.2%	47.1%	43.4%	51.2%	48.5%	41.3%	46.4%
Somewhat	38.0%	43.8%	41.1%	44.2%	34.2%	40.0%	41.6%	36.0%	38.9%	44.3%	40.2%
Very familiar	19.3%	11.4%	13.0%	12.2%	10.6%	13.0%	15.0%	12.8%	12.7%	14.5%	13.3%

Q22b. For the cost of the services provided by Flood Control, San Bernardino County spends about \$192 per household per year of which \$43 is funded from local taxes. Knowing this, would you rate the value of the services provided by Flood Control compared to the cost of those services as:

N=2015	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q22b Rate value of Flood Control</u>											
Very poor	7.9%	5.0%	6.8%	3.5%	6.2%	4.9%	10.0%	4.7%	6.4%	5.8%	5.9%
Somewhat poor	19.8%	14.2%	13.3%	14.1%	12.4%	14.0%	17.9%	17.2%	13.9%	14.6%	14.7%
Good	47.9%	54.5%	54.0%	56.9%	56.7%	54.5%	51.6%	52.2%	53.8%	55.2%	54.0%
Excellent	6.2%	7.7%	8.3%	7.7%	6.9%	7.9%	5.0%	8.1%	7.6%	6.6%	7.3%
Don't know	18.3%	18.7%	17.8%	17.8%	17.8%	18.6%	15.5%	17.8%	18.4%	17.8%	18.1%

Q22b. (excluding don't knows)

N=1651	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q22b Rate value of Flood Control</u>											
Very poor	9.7%	6.1%	8.2%	4.2%	7.5%	6.0%	11.8%	5.7%	7.8%	7.1%	7.1%
Somewhat poor	24.2%	17.4%	16.1%	17.2%	15.1%	17.3%	21.2%	21.0%	17.0%	17.7%	18.0%
Good	58.6%	67.0%	65.7%	69.3%	69.0%	67.0%	61.1%	63.5%	65.9%	67.1%	65.9%
Excellent	7.6%	9.5%	10.0%	9.3%	8.4%	9.7%	5.9%	9.8%	9.3%	8.1%	9.0%

Q22c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Flood Control District?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
Less	16.0%	12.2%	13.0%	16.8%	11.9%	12.9%	18.4%	13.6%	14.5%	13.6%	14.0%
Same	55.3%	59.0%	59.5%	60.9%	59.2%	59.0%	57.6%	58.0%	58.1%	60.0%	58.8%
More	14.3%	15.2%	12.5%	10.4%	15.6%	13.9%	12.4%	14.1%	13.9%	13.0%	13.6%
Don't know	14.3%	13.7%	15.0%	11.9%	13.4%	14.1%	11.6%	14.4%	13.5%	13.4%	13.6%

Q22c. (excluding don't knows)

N=1740						Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
District											
1	2	3	4	5		Inside	Outside	Less than 5	5-20 years	More than 20	
Less	18.7%	14.1%	15.3%	19.1%	13.7%	15.1%	20.8%	15.9%	16.8%	15.7%	16.2%
Same	64.6%	68.3%	70.0%	69.1%	68.3%	68.7%	65.2%	67.7%	67.2%	69.3%	68.0%
More	16.7%	17.6%	14.7%	11.8%	18.0%	16.2%	14.0%	16.5%	16.0%	15.0%	15.7%

Q23. Do you feel the county is doing enough to promote economic development, such as attracting jobs to this area and helping businesses succeed?

N=2015											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Yes	37.3%	54.5%	43.0%	56.7%	45.8%	48.8%	41.6%	51.2%	48.9%	43.4%	47.4%
No	57.3%	42.3%	50.5%	37.4%	49.8%	46.7%	51.1%	43.9%	46.6%	50.5%	47.4%
Don't know	5.4%	3.2%	6.5%	5.9%	4.5%	4.5%	7.4%	5.0%	4.4%	6.1%	5.1%

Q23. (excluding don't knows)

N=1912											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Yes	39.4%	56.3%	46.0%	60.3%	47.9%	51.1%	44.9%	53.8%	51.2%	46.2%	50.0%
No	60.6%	43.7%	54.0%	39.7%	52.1%	48.9%	55.1%	46.2%	48.8%	53.8%	50.0%

Q24. Would you rate the county's efforts to ensure that restaurants are sanitary as:

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q24 Rate efforts to ensure restaurants</u>											
Excellent	8.6%	10.2%	10.0%	11.6%	6.4%	9.4%	9.2%	10.4%	10.0%	8.1%	9.4%
Good	34.6%	41.0%	37.5%	46.3%	37.9%	40.2%	36.1%	39.7%	40.6%	37.8%	39.5%
Fair	30.4%	29.4%	31.0%	26.2%	33.2%	30.5%	28.4%	33.7%	28.7%	29.8%	30.0%
Poor	12.3%	8.2%	9.3%	7.9%	13.6%	9.5%	13.7%	6.8%	10.7%	11.6%	10.3%
Don't know	14.1%	11.2%	12.3%	7.9%	8.9%	10.4%	12.6%	9.4%	10.1%	12.7%	10.9%

Q24. (excluding don't knows)

N=1796

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q24 Rate efforts to ensure restaurants</u>											
Excellent	10.1%	11.5%	11.4%	12.6%	7.1%	10.5%	10.5%	11.5%	11.1%	9.2%	10.5%
Good	40.2%	46.2%	42.7%	50.3%	41.6%	44.9%	41.3%	43.8%	45.1%	43.3%	44.3%
Fair	35.3%	33.1%	35.3%	28.5%	36.4%	34.0%	32.5%	37.2%	31.9%	34.2%	33.7%
Poor	14.4%	9.2%	10.5%	8.6%	14.9%	10.6%	15.7%	7.5%	11.9%	13.3%	11.5%

Q25. How confident are you that you would know how to contact the appropriate county agency to assist you with a particular problem?

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Very confident	21.2%	23.1%	23.8%	21.5%	18.8%	20.7%	26.1%	20.4%	21.5%	22.6%	21.7%
Confident	52.3%	52.5%	52.3%	58.9%	55.0%	56.2%	45.5%	55.4%	54.3%	53.3%	54.2%
Not confident	25.7%	23.6%	24.0%	19.3%	25.2%	22.4%	28.2%	23.5%	23.6%	23.6%	23.6%
Don't know	0.7%	0.7%	0.0%	0.2%	1.0%	0.6%	0.3%	0.8%	0.5%	0.4%	0.5%

Q25. (excluding don't knows)

N=2004

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
Very confident	21.4%	23.3%	23.8%	21.6%	19.0%	20.9%	26.1%	20.5%	21.7%	22.7%	21.8%
Confident	52.7%	52.9%	52.3%	59.1%	55.5%	56.6%	45.6%	55.8%	54.6%	53.6%	54.5%
Not confident	25.9%	23.8%	24.0%	19.4%	25.5%	22.6%	28.2%	23.7%	23.7%	23.7%	23.7%

Q26. How responsive do you think the county would be in helping you to solve a particular problem?

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q26 How responsive would be in helping</u>											
Very responsive	10.4%	15.4%	16.5%	16.1%	12.6%	14.5%	12.9%	15.7%	14.7%	12.7%	14.2%
Somewhat	55.3%	55.5%	56.5%	58.9%	58.7%	57.1%	56.6%	52.7%	58.5%	57.1%	57.0%
Unresponsive	21.2%	14.7%	14.3%	13.1%	14.6%	15.0%	18.4%	13.8%	14.7%	17.7%	15.6%
Don't know	13.1%	14.4%	12.8%	11.9%	14.1%	13.4%	12.1%	17.8%	12.0%	12.4%	13.3%

Q26. (excluding don't knows)

N=1748

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q26 How responsive would be in helping</u>											
Very responsive	11.9%	18.0%	18.9%	18.3%	14.7%	16.7%	14.7%	19.0%	16.7%	14.5%	16.4%
Somewhat	63.6%	64.8%	64.8%	66.9%	68.3%	66.0%	64.4%	64.1%	66.5%	65.3%	65.7%
Unresponsive	24.4%	17.2%	16.3%	14.9%	17.0%	17.3%	21.0%	16.8%	16.7%	20.2%	18.0%

Q27. How would you rate the county's efforts to control how land is used for development and open spaces in areas outside cities?

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q27 Rate efforts to control how land is</u>											
Excellent	3.5%	6.2%	3.8%	5.4%	4.5%	4.4%	5.5%	5.7%	5.1%	3.5%	4.7%
Good	22.7%	34.6%	27.8%	40.3%	30.9%	32.9%	24.2%	30.3%	35.3%	26.6%	31.3%
Fair	33.1%	27.4%	34.5%	29.7%	33.2%	31.9%	30.3%	32.6%	31.1%	31.5%	31.6%
Poor	18.3%	11.7%	17.0%	11.9%	15.1%	13.3%	21.3%	8.9%	12.4%	21.1%	14.8%
Don't know	22.5%	20.1%	17.0%	12.6%	16.3%	17.5%	18.7%	22.5%	16.1%	17.3%	17.7%

Q27. (excluding don't knows)

N=1658

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q27 Rate efforts to control how land is</u>											
Excellent	4.5%	7.8%	4.5%	6.2%	5.3%	5.3%	6.8%	7.4%	6.1%	4.3%	5.7%
Good	29.3%	43.3%	33.4%	46.2%	37.0%	39.9%	29.8%	39.1%	42.1%	32.1%	38.0%
Fair	42.7%	34.3%	41.6%	34.0%	39.6%	38.6%	37.2%	42.1%	37.0%	38.1%	38.4%
Poor	23.6%	14.6%	20.5%	13.6%	18.0%	16.1%	26.2%	11.4%	14.8%	25.5%	18.0%

Q28. How would you rate the quality of programs being offered to the county's senior citizens, such as housing, meals, and home care?

N=2015											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q28 Rate quality of programs offered</u>											
Excellent	5.9%	7.5%	9.5%	10.1%	9.7%	8.4%	8.9%	7.8%	9.1%	8.2%	8.5%
Good	26.2%	31.8%	30.0%	29.5%	31.7%	30.3%	27.6%	30.5%	31.0%	27.9%	29.8%
Fair	23.2%	17.9%	22.8%	22.0%	26.7%	22.6%	22.4%	19.6%	21.0%	26.2%	22.5%
Poor	16.8%	11.4%	11.0%	11.1%	11.4%	12.0%	14.2%	8.4%	12.0%	15.0%	12.4%
Don't know	27.9%	31.3%	26.8%	27.2%	20.5%	26.7%	26.8%	33.7%	26.9%	22.8%	26.7%

Q28. (excluding don't knows)

N=1476											
	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q28 Rate quality of programs offered</u>											
Excellent	8.2%	10.9%	13.0%	13.9%	12.1%	11.5%	12.2%	11.8%	12.4%	10.6%	11.7%
Good	36.3%	46.4%	41.0%	40.5%	39.9%	41.4%	37.8%	46.1%	42.4%	36.1%	40.7%
Fair	32.2%	26.1%	31.1%	30.3%	33.6%	30.9%	30.6%	29.5%	28.7%	33.9%	30.8%
Poor	23.3%	16.7%	15.0%	15.3%	14.3%	16.3%	19.4%	12.6%	16.4%	19.4%	16.9%

Q29. How would you rate the availability of recreational opportunities within the county?

N=2015

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q29 rate availability of recreational</u>											
Excellent	6.2%	10.4%	8.8%	9.7%	6.9%	8.2%	9.2%	11.7%	9.1%	5.7%	8.4%
Good	33.6%	40.8%	31.3%	40.3%	37.1%	38.0%	30.8%	35.8%	37.4%	35.9%	36.6%
Fair	26.4%	26.1%	29.5%	26.2%	28.7%	27.7%	26.1%	26.9%	27.6%	27.4%	27.4%
Poor	21.5%	10.7%	17.8%	10.1%	13.9%	14.0%	18.4%	11.0%	14.3%	17.5%	14.8%
Don't know	12.3%	11.9%	12.8%	13.6%	13.4%	12.1%	15.5%	14.6%	11.6%	13.4%	12.8%

Q29. (excluding don't knows)

N=1757

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q29 rate availability of recreational</u>											
Excellent	7.0%	11.9%	10.0%	11.2%	8.0%	9.3%	10.9%	13.8%	10.3%	6.5%	9.6%
Good	38.3%	46.3%	35.8%	46.7%	42.9%	43.3%	36.4%	41.9%	42.4%	41.5%	42.0%
Fair	30.1%	29.7%	33.8%	30.4%	33.1%	31.5%	30.8%	31.5%	31.2%	31.7%	31.4%
Poor	24.5%	12.1%	20.3%	11.7%	16.0%	15.9%	21.8%	12.8%	16.2%	20.3%	17.0%

Q30. Do you live inside or outside of the city limits of a community in San Bernardino County?

N=2015	District					Q30 Live inside or outside city limits			Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	No answer	Less than 5	5-20 years	More than 20	
<u>Q30 Live inside or outside city limits</u>												
Inside	67.4%	83.1%	80.0%	88.4%	85.9%	100.0%	0.0%	0.0%	82.0%	81.9%	79.1%	80.9%
Outside	32.1%	16.9%	20.0%	11.4%	13.9%	0.0%	100.0%	0.0%	17.8%	18.0%	20.7%	18.9%
Not provided	0.5%	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	100.0%	0.3%	0.1%	0.3%	0.2%

Q31. How many years have you lived in San Bernardino County?

N=2015						Q30 Live inside or outside city limits		Q31 How many years lived in County				Total
District					Inside	Outside	Less than 5	5-20 years	More than 20	No answer		
1	2	3	4	5								
<u>Q31 How many years lived in County</u>												
Less than 5	21.0%	23.1%	15.5%	15.6%	19.8%	19.3%	17.9%	100.0%	0.0%	0.0%	0.0%	19.0%
5-20 years	42.5%	49.0%	42.0%	53.0%	42.8%	46.4%	43.7%	0.0%	100.0%	0.0%	0.0%	45.9%
More than 20	36.5%	27.6%	42.5%	31.4%	37.4%	34.3%	38.4%	0.0%	0.0%	100.0%	0.0%	35.1%
Not provided	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Q32. How many persons in your household (counting yourself), are?

BREAKDOWNS BY DISTRICT ARE INTENTIONALLY NOT PROVIDED

Age of Occupants	Mean
Under age 5	0.35
5-9 years	0.33
10-14 years	0.33
15-19 years	0.33
20-24 years	0.29
25-34 years	0.44
35-44 years	0.49
45-54 years	0.38
55-64 years	0.22
65+ years	0.32

Q33. Where are you employed? (Among those who indicated they were employed full-time)

N=1109

	District					Q30 Live inside or outside city limits		Q31 How many years lived in County			Total
	1	2	3	4	5	Inside	Outside	Less than 5	5-20 years	More than 20	
<u>Q33a Where employed</u>											
At Home	10.2%	4.9%	7.8%	8.8%	4.3%	6.7%	9.6%	7.3%	6.2%	9.0%	7.2%
Outside the home in SB County	75.6%	64.4%	76.3%	54.8%	69.0%	68.6%	62.2%	62.4%	67.5%	70.7%	67.5%
Outside San Bern County	14.1%	30.2%	16.0%	35.6%	26.2%	24.3%	27.7%	29.8%	25.8%	20.3%	24.9%
No answer	0.0%	0.4%	0.0%	0.8%	0.5%	0.3%	0.5%	0.5%	0.5%	0.0%	0.4%

SPECIAL CROSSTABS

**How Usage of County Services Affected the Way
Residents Rated the Value and Spending Priorities
for Various County Departments**

Arrowhead Medical Center

N=2015

Q4_01 Used Arrowhead Medical Center		Total
Yes	No	

Q7b_Value

Very poor	7.7%	4.4%	4.9%
Somewhat poor	12.0%	8.5%	9.0%
Good	54.0%	46.1%	47.2%
Excellent	19.7%	10.0%	11.4%
Don't know	6.7%	31.1%	27.5%

Excluding Don't Knows

Q4_01 Used Arrowhead Medical Center		Total
Yes	No	

Q7b_Value

Very poor	8.2%	6.4%	6.7%
Somewhat poor	12.9%	12.3%	12.4%
Good	57.9%	66.9%	65.2%
Excellent	21.1%	14.5%	15.7%

Arrowhead Medical Center

N=2015	Q4_01		Total
	Used Arrowhead Medical Center		
	Yes	No	
<u>Q7c_Spend</u>			
Less	12.7%	15.7%	15.2%
Same	50.3%	47.7%	48.1%
More	29.3%	16.9%	18.7%
Don't know	7.7%	19.8%	18.0%

Excluding Don't Knows

	Q4_01		Total
	Used Arrowhead Medical Center		
	Yes	No	
<u>Q7c_Spend</u>			
Less	13.7%	19.5%	18.6%
Same	54.5%	59.4%	58.6%
More	31.8%	21.0%	22.8%

District Attorney's Office

	Q4_02 Used District Attorney		Total
	Yes	No	

Q11b_Value

Very poor	11.3%	6.8%	7.1%
Somewhat poor	18.0%	13.9%	14.1%
Good	54.9%	53.3%	53.4%
Excellent	11.3%	6.4%	6.7%
Don't know	4.5%	19.6%	18.6%

Excluding Don't Knows

	Q4_02 Used District Attorney		Total
	Yes	No	

Q11b_Value

Very poor	11.8%	8.5%	8.7%
Somewhat poor	18.9%	17.2%	17.4%
Good	57.5%	66.3%	65.6%
Excellent	11.8%	8.0%	8.3%

District Attorney's Office

N=2015	Q4_02 Used District Attorney		Total
	Yes	No	

Q11c_Spend

Less	29.3%	21.7%	22.2%
Same	54.1%	53.0%	53.1%
More	13.5%	11.3%	11.5%
Don't know	3.0%	13.9%	13.2%

Excluding Don't Knows

	Q4_02 Used District Attorney		Total
	Yes	No	

Q11c_Spend

Less	30.2%	25.2%	25.6%
Same	55.8%	61.6%	61.2%
More	14.0%	13.1%	13.2%

County Auditor/Recorder

	Q4_03 Used County Auditor		Total
	Yes	No	

Q9b Value

Very poor	1.8%	3.1%	3.0%
Somewhat poor	7.8%	10.7%	10.4%
Good	68.3%	55.7%	57.1%
Excellent	11.0%	6.6%	7.0%
Don't know	11.0%	23.9%	22.5%

Excluding Don't Knows

	Q4_03 Used County Auditor		Total
	Yes	No	

Q9b Value

Very poor	2.1%	4.1%	3.8%
Somewhat poor	8.8%	14.0%	13.4%
Good	76.8%	73.2%	73.7%
Excellent	12.4%	8.6%	9.1%

County Auditor/Recorder

N=2015

Q4_03 Used County Auditor		Total
Yes	No	

Q9c_Spend

Less	11.9%	15.4%	15.0%
Same	70.2%	58.8%	60.0%
More	10.6%	9.5%	9.6%
Don't know	7.3%	16.2%	15.3%

Excluding Don't Knows

Q4_03 Used County Auditor		Total
Yes	No	

Q9c_Spend

Less	12.9%	18.4%	17.8%
Same	75.7%	70.2%	70.9%
More	11.4%	11.4%	11.4%

County Libraries

N=2015

	Q4_04 Used County Libraries		Total
	Yes	No	

Q12b_Value

Very poor	2.1%	2.8%	2.5%
Somewhat poor	7.6%	9.3%	8.7%
Good	55.0%	58.0%	56.9%
Excellent	34.3%	19.2%	24.6%
Don't know	1.1%	10.8%	7.3%

Excluding Don't Knows

	Q4_04 Used County Libraries		Total
	Yes	No	

Q12b_Value

Very poor	2.1%	3.1%	2.7%
Somewhat poor	7.7%	10.4%	9.4%
Good	55.6%	65.0%	61.3%
Excellent	34.7%	21.5%	26.6%

County Libraries

N=2015

Q4_04 Used County Libraries		Total
Yes	No	

Q12c_Spend

Less	4.7%	8.5%	7.1%
Same	45.9%	52.3%	50.0%
More	48.1%	31.0%	37.2%
Don't know	1.4%	8.2%	5.8%

Excluding Don't Knows

Q4_04 Used County Libraries		Total
Yes	No	

Q12c_Spend

Less	4.7%	9.2%	7.5%
Same	46.5%	57.0%	53.0%
More	48.7%	33.8%	39.4%

County Museum

N=2015

	Q4_05 Used County Museum		Total
	Yes	No	

Q13b_Value

Very poor	1.3%	2.6%	2.4%
Somewhat poor	3.1%	7.4%	6.9%
Good	59.3%	57.2%	57.4%
Excellent	32.7%	13.0%	15.2%
Don't know	3.5%	19.8%	18.0%

Excluding Don't Knows

	Q4_05 Used County Museum		Total
	Yes	No	

Q13b_Value

Very poor	1.4%	3.2%	3.0%
Somewhat poor	3.2%	9.3%	8.5%
Good	61.5%	71.3%	70.0%
Excellent	33.9%	16.2%	18.5%

County Museum

N=2015

Q4_05 Used County Museum		Total
Yes	No	

Q13c_Spend

Less	2.7%	7.5%	6.9%
Same	56.2%	56.8%	56.8%
More	38.5%	21.6%	23.5%
Don't know	2.7%	14.0%	12.8%

Excluding Don't Knows

Q4_05 Used County Museum		Total
Yes	No	

Q13c_Spend

Less	2.7%	8.7%	8.0%
Same	57.7%	66.1%	65.1%
More	39.5%	25.2%	27.0%

County Public Health Department

	Q4_06 Used Public Health Dept		Total
	Yes	No	

Q16b_Value

Very poor	4.3%	4.3%	4.3%
Somewhat poor	16.0%	12.9%	13.3%
Good	58.5%	57.0%	57.2%
Excellent	18.1%	10.5%	11.6%
Don't know	3.2%	15.3%	13.6%

Excluding Don't Knows

	Q4_06 Used Public Health Dept		Total
	Yes	No	

Q16b_Value

Very poor	4.4%	5.1%	5.0%
Somewhat poor	16.5%	15.2%	15.4%
Good	60.4%	67.3%	66.2%
Excellent	18.7%	12.4%	13.4%

County Public Health Department

N=2015

Q4_06 Used Public Health Dept		Total
Yes	No	

Q16c_Spend

Less	5.7%	10.6%	9.9%
Same	47.2%	50.1%	49.7%
More	45.0%	28.0%	30.4%
Don't know	2.1%	11.3%	10.0%

Excluding Don't Knows

Q4_06 Used Public Health Dept		Total
Yes	No	

Q16c_Spend

Less	5.8%	12.0%	11.0%
Same	48.2%	56.5%	55.2%
More	46.0%	31.6%	33.8%

Sheriff

N=2015

	Q4_07 Used Sheriff		Total
	Yes	No	

Q19b Value

Very poor	8.0%	4.8%	5.3%
Somewhat poor	10.7%	12.3%	12.1%
Good	54.0%	58.6%	57.9%
Excellent	24.6%	11.6%	13.7%
Don't know	2.7%	12.7%	11.0%

Excluding Don't Knows

	Q4_07 Used Sheriff		Total
	Yes	No	

Q19b Value

Very poor	8.2%	5.5%	6.0%
Somewhat poor	11.0%	14.1%	13.6%
Good	55.5%	67.2%	65.0%
Excellent	25.3%	13.2%	15.4%

Sheriff

N=2015

Q4_07 Used Sheriff		Total
Yes	No	

Q19c_Spend

Less	16.9%	17.5%	17.4%
Same	49.3%	53.2%	52.6%
More	30.6%	19.2%	21.1%
Don't know	3.3%	10.1%	8.9%

Excluding Don't Knows

Q4_07 Used Sheriff		Total
Yes	No	

Q19c_Spend

Less	17.5%	19.5%	19.1%
Same	50.9%	59.2%	57.7%
More	31.6%	21.3%	23.2%

County Probation Department

	Q4_08 Used Probation Dept		Total
	Yes	No	

Q14b_Value

Very poor	22.6%	5.2%	5.8%
Somewhat poor	8.1%	15.4%	15.1%
Good	51.6%	49.4%	49.5%
Excellent	12.9%	5.0%	5.2%
Don't know	4.8%	25.0%	24.4%

Excluding Don't Knows

	Q4_08 Used Probation Dept		Total
	Yes	No	

Q14b_Value

Very poor	23.7%	7.0%	7.6%
Somewhat poor	8.5%	20.5%	20.0%
Good	54.2%	65.9%	65.5%
Excellent	13.6%	6.6%	6.9%

County Probation Department

N=2015	Q4_08 Used		Total
	Probation Dept		
	Yes	No	
<u>Q14c Spend</u>			
Less	17.7%	18.8%	18.8%
Same	48.4%	52.7%	52.6%
More	30.6%	11.8%	12.4%
Don't know	3.2%	16.6%	16.2%

Excluding Don't Knows

	Q4_08 Used		Total
	Probation Dept		
	Yes	No	
<u>Q14c_Spend</u>			
Less	18.3%	22.5%	22.4%
Same	50.0%	63.3%	62.8%
More	31.7%	14.2%	14.8%

County Election Office

	Q4_09 Used Election Office		Total
	Yes	No	

Q17b_Value

Very poor	2.8%	3.2%	3.1%
Somewhat poor	8.8%	8.9%	8.9%
Good	64.0%	63.6%	63.7%
Excellent	20.4%	9.4%	12.1%
Don't know	4.0%	14.9%	12.2%

Excluding Don't Knows

	Q4_09 Used Election Office		Total
	Yes	No	

Q17b_Value

Very poor	2.9%	3.8%	3.6%
Somewhat poor	9.2%	10.5%	10.1%
Good	66.7%	74.7%	72.5%
Excellent	21.3%	11.0%	13.8%

County Election Office

N=2015	Q4_09 Used Election Office		Total
	Yes	No	

Q17c_Spend

Less	9.6%	12.3%	11.7%
Same	69.6%	66.3%	67.1%
More	16.2%	8.8%	10.6%
Don't know	4.6%	12.5%	10.6%

Excluding Don't Knows

	Q4_09 Used Election Office		Total
	Yes	No	

Q17c_Spend

Less	10.1%	14.1%	13.0%
Same	73.0%	75.8%	75.1%
More	17.0%	10.0%	11.9%

County's Public Defender

	Q4_10 Used Public Defender		Total
	Yes	No	

Q15b_Value

Very poor	14.3%	5.1%	5.4%
Somewhat poor	14.3%	13.9%	13.9%
Good	51.8%	52.9%	52.9%
Excellent	10.7%	5.9%	6.0%
Don't know	8.9%	22.2%	21.8%

Excluding Don't Knows

	Q4_10 Used Public Defender		Total
	Yes	No	

Q15b_Value

Very poor	15.7%	6.6%	6.9%
Somewhat poor	15.7%	17.9%	17.8%
Good	56.9%	68.0%	67.6%
Excellent	11.8%	7.5%	7.7%

County's Public Defender

N=2015	Q4_10 Used		Total
	Public Defender		
	Yes	No	
<u>Q15c_Spend</u>			
Less	21.4%	17.8%	17.9%
Same	37.5%	54.8%	54.3%
More	33.9%	12.3%	12.9%
Don't know	7.1%	15.2%	14.9%

Excluding Don't Knows

	Q4_10 Used		Total
	Public Defender		
	Yes	No	
<u>Q15c_Spend</u>			
Less	23.1%	20.9%	21.0%
Same	40.4%	64.6%	63.9%
More	36.5%	14.4%	15.1%

Veterans Affairs

N=2015

	Q4_11 Used Veterans Affairs		Total
	Yes	No	

Q20b Value

Very poor	13.4%	8.5%	8.8%
Somewhat poor	12.6%	13.0%	13.0%
Good	37.0%	42.9%	42.5%
Excellent	28.6%	11.3%	12.4%
Don't know	8.4%	24.3%	23.3%

Excluding Don't Knows

	Q4_11 Used Veterans Affairs		Total
	Yes	No	

Q20b Value

Very poor	14.7%	11.2%	11.5%
Somewhat poor	13.8%	17.2%	17.0%
Good	40.4%	56.6%	55.5%
Excellent	31.2%	15.0%	16.1%

Veterans Affairs

N=2015

Q4_11 Used Veterans Affairs		Total
Yes	No	

Q20c_Spend

Less	0.0%	4.6%	4.4%
Same	30.3%	42.1%	41.4%
More	64.7%	38.2%	39.8%
Don't know	5.0%	15.0%	14.4%

Excluding Don't Knows

Q4_11 Used Veterans Affairs		Total
Yes	No	

Q20c_Spend

Less	0.0%	5.5%	5.1%
Same	31.9%	49.6%	48.4%
More	68.1%	45.0%	46.5%

Section 5

Survey Instrument

Telephone Number

District: 1 2 3 4 5 Interviewer Date

San Bernardino County Customer Service Survey 2003

Hello, my name is _____ . I am calling from ETC Institute on behalf of San Bernardino County. County leaders would like your opinions about the value of County services. Your input will be used to help set community priorities. Can I have a few minutes of your time to ask you a few questions? (If asked: the survey takes about 20 minutes; if you are not sure that the respondent is an adult, ask to speak to someone at least 18 years old)

IF NO, would there be a better time to call? [Note Date/Time]: _____ / _____

IF THEY DO NOT SPEAK ENGLISH, try to note language:

Do you live in San Bernardino County? If YES continue; If NO end interview.

1. Overall, how often do you trust the County of San Bernardino to do what is in the best interest of the public? Would you say “always,” “usually,” “sometimes,” or “never?”
- ___(1) Always ___(4) Never
___(2) Usually ___(9) Not sure/don’t know
___(3) Sometimes
2. How do you CURRENTLY receive information about the County of San Bernardino?
(Check all that apply)
- ___(1) Newspaper ___(5) Radio
___(2) Internet ___(6) Word of mouth
___(3) Mail (e.g., newsletters) ___(7) Other: _____
___(4) Television ___(9) Receive no information about the county
3. Which THREE sources of information for the list I just read would be your PREFERRED way to receive information about the County of San Bernardino? [Use the numbers from the list in Q2]
- 1st: ___ 2nd: ___ 3rd: ___
4. During the past 12 months have you received services from any of the following county organizations? (Check all that apply)
- ___(01) Arrowhead Regional Medical Center ___(07) Sheriff
___(02) District Attorney’s Office ___(08) County Probation Department
___(03) County Auditor/Recorder ___(09) County Election Office
___(04) County Libraries ___(10) County’s Public Defender
___(05) County Museum ___(11) Veterans Affairs
___(06) County Public Health Department ___(12) Senior Services
5. Overall, how safe do you feel from crime in San Bernardino County?
- ___(1) Very SAFE ___(3) Somewhat UNSAFE ___(9) Don’t know
___(2) Somewhat SAFE ___(4) Very UNSAFE
6. Do you feel the county provides residents with adequate protection from fire?
- ___(1) Yes
___(2) No

7. Arrowhead Regional Medical Center

7a. How familiar are you with the services provided by Arrowhead Regional Medical Center?

- ___ (3) Not familiar at all – read agency description, then continue with Q7b
___ (2) Somewhat familiar - skip agency description and go directly to Q7b
___ (1) Very familiar - skip agency description and go directly to Q7b

Agency Description [READ if NOT FAMILIAR]

Arrowhead Regional Medical Center is the county-owned and -operated hospital in Colton. The medical center provides inpatient and outpatient care to all insured and uninsured patients regardless of their ability to pay, in accordance with state law. The medical center also operates one of the county's two trauma centers.

7b. For the cost of the services provided by Arrowhead Regional Medical Center, the county spends about \$519 per household per year of which \$58 is funded from local taxes. Knowing this, would you rate the value of the services provided by Arrowhead Regional Medical Center compared to the cost of those services as:

- | | |
|-----------------------|----------------------------------|
| ___ (4) VERY POOR | ___ (1) EXCELLENT |
| ___ (3) SOMEWHAT POOR | ___ (9) [do not read] Don't know |
| ___ (2) GOOD or | |

7c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by Arrowhead Regional Medical Center?

- | | |
|--------------|-----------------------------|
| ___ (3) Less | ___ (1) More |
| ___ (2) Same | ___ (9) Don't know/not sure |

8. Assessor

8a. How familiar are you with the services provided by the County Assessor?

- ___ (3) Not familiar at all – read description, then continue with Q8b
___ (2) Somewhat familiar - skip agency description and go directly to Q8b
___ (1) Very familiar - skip agency description and go directly to Q8b

Agency Description [READ if NOT FAMILIAR]

The County Assessor identifies, classifies, and establishes the taxable value of all property subject to taxation, including real property, business properties, boats, and aircraft. The Assessor also administers various property tax exemptions, including those for homeowners, veterans, and churches

8b. For the cost of the services provided by the Assessor, the county spends about \$21 per household per year from local taxes. Knowing this, would you rate the value of the services provided by the Assessor compared to the cost of those services as:

- | | |
|-----------------------|----------------------------------|
| ___ (4) VERY POOR | ___ (1) EXCELLENT |
| ___ (3) SOMEWHAT POOR | ___ (9) [do not read] Don't know |
| ___ (2) GOOD or | |

8c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Assessor?

___(3) Less
___(2) Same

___(1) More
___(9) Don't know/not sure

9. Auditor-Recorder

9a. How familiar are you with the services provided by the County Auditor-Recorder?

___(3) Not familiar at all – read description, then continue with Q9b
___(2) Somewhat familiar - skip agency description and go directly to Q9b
___(1) Very familiar - skip agency description and go directly to Q9b

Agency Description [READ if NOT FAMILIAR]

The public services provided by the Auditor-Recorder include recording and maintaining official records such as those pertaining to property ownership, birth, marriage, business ownership, and death. The office also safeguards and accounts for the use of public funds and performs audits of county activities.

9b. For the cost of the services provided by the Auditor-Recorder, the county spends about \$24 per household per year of which \$5 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Auditor-Recorder compared to the cost of those services as:

___(4) VERY POOR
___(3) SOMEWHAT POOR
___(2) GOOD or

___(1) EXCELLENT
___(9) [do not read] Don't know

9c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Auditor-Recorder?

___(3) Less
___(2) Same

___(1) More
___(9) Don't know/not sure

10. Coroner

10a. How familiar are you with the services provided by the County Coroner?

___(3) Not familiar at all – read description, then continue with Q10b
___(2) Somewhat familiar - skip agency description and go directly to Q10b
___(1) Very familiar - skip agency description and go directly to Q10b

Agency Description [READ if NOT FAMILIAR]

The coroner investigates deaths, administers a deceased person's property in the absence of an heir or estate administrator, and manages the affairs of people the courts have determined cannot take care of themselves because of a severe disability.

10b. For the cost of the services provided by the Coroner, the county spends about \$10 per household per year of which \$8 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Coroner compared to the cost of those services as:

___(4) VERY POOR
___(3) SOMEWHAT POOR
___(2) GOOD or

___(1) EXCELLENT
___(9) [do not read] Don't know

10c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Coroner?

___(3) Less

___(1) More

___(2) Same

___(9) Don't know/not sure

11. District Attorney

11a. How familiar are you with the services provided by the District Attorney?

___(3) Not familiar at all – read description, then continue with Q11b

___(2) Somewhat familiar - skip agency description and go directly to Q11b

___(1) Very familiar - skip agency description and go directly to Q11b

Agency Description [READ if NOT FAMILIAR]

The District Attorney prosecutes suspected criminals in court. This process includes investigating crimes and reviewing police investigations to determine if criminal prosecutions should be filed. The District Attorney also operates programs that assist victims and witnesses.

11b. For the cost of the services provided by the District Attorney, the county spends about \$70 per household per year of which \$62 is funded from local taxes. Knowing this, would you rate the value of the services provided by the District Attorney compared to the cost of those services as:

___(4) VERY POOR

___(1) EXCELLENT

___(3) SOMEWHAT POOR

___(9) [do not read] Don't know

___(2) GOOD or

11c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the District Attorney?

___(3) Less

___(1) More

___(2) Same

___(9) Don't know/not sure

12. Libraries

12a. How familiar are you with the services provided by the San Bernardino County Libraries?

___(3) Not familiar at all – read description, then continue with Q12b

___(2) Somewhat familiar - skip agency description and go directly to Q12b

___(1) Very familiar - skip agency description and go directly to Q12b

Agency Description

The County Library provides books, CDs, videos, and information services through a network of 29 branches located in 18 cities and the unincorporated areas of the county. The Library also provides cultural and educational programs, such as literacy training, for people of all ages.

12b. For the cost of the services provided by the Libraries, San Bernardino County spends about \$22 per household per year of which \$16 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Libraries compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

12c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the County Libraries?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

13. Museum

13a. How familiar are you with the services provided by the San Bernardino County Museum?

- ☐ (3) Not familiar at all – read description, then continue with Q13b
☐ (2) Somewhat familiar - skip agency description and go directly to Q13b
☐ (1) Very familiar - skip agency description and go directly to Q13b

Agency Description [READ if NOT FAMILIAR]

The County Museum operates its main facility in Redlands and various historic sites throughout the county. The museum maintains and displays collections of wildlife, artifacts, and county history. The museum conducts educational events and programs, and hosts traveling exhibits. It also provides archeological services and field studies for endangered species.

13b. For the cost of the services provided by the Museum, the county spends about \$7 per household per year of which \$3 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Museum compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

13c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the County Museum?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

14. Probation

14a. How familiar are you with the services provided by the Probation Department?

- ☐ (3) Not familiar at all – read description, then continue with Q14b
☐ (2) Somewhat familiar - skip agency description and go directly to Q14b
☐ (1) Very familiar - skip agency description and go directly to Q14b

Agency Description [READ if NOT FAMILIAR]

The County Probation Department recommends sentences and supervises adults and youth who are under court order to meet certain conditions related to offenses they have committed. The department also operates Juvenile Halls.

- ____ (4) VERY POOR
 ____ (3) SOMEWHAT POOR
 ____ (2) GOOD or
 ____ (1) EXCELLENT
 ____ (9) [do not read] Don't know

- ____(3) Less
(2) Same
- ____(1) More
(9) Don't know/not sure

- ___(3) Not familiar at all – read description, then continue with Q15b
___(2) Somewhat familiar - skip agency description and go directly to Q15b
(1) Very familiar - skip agency description and go directly to Q15b

The County's Public Defender provides legal representation to adults and juveniles accused of criminal conduct, or facing incarceration for mental problems, who the courts determine cannot afford to pay for their own attorneys.

- ____ (4) VERY POOR
 ____ (3) SOMEWHAT POOR
 (2) GOOD or
 ____ (1) EXCELLENT
 ____ (9) [do not read] Don't know

- ____ (3) Less
 (2) Same
- ____ (1) More
 (9) Don't know/not sure

- ____(3) Not familiar at all – read description, then continue with Q16b
____(2) Somewhat familiar - skip agency description and go directly to Q16b
____(1) Very familiar - skip agency description and go directly to Q16b

The County's Department of Public Health provides a variety of services to prevent disease and improve the health of county residents. These services include immunizations for children, restaurant inspections, monitoring for disease, assistance to pregnant women and new mothers, smoking prevention, and animal control.

16b. For the cost of the services provided by the Public Health Department, San Bernardino County spends about \$139 per household per year of which \$28 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Public Health Department compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

16c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Public Health Department?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

17. Elections/Registrar of Voters

17a. How familiar are you with the services provided by Elections/Registrar of Voters?

- ☐ (3) Not familiar at all – read description, then continue with Q17b
☐ (2) Somewhat familiar - skip agency description and go directly to Q17b
☐ (1) Very familiar - skip agency description and go directly to Q17b

Agency Description [READ if NOT FAMILIAR]

The Registrar of Voters conducts most elections in the county. The registrar sends out sample ballots and absentee ballots, operates polling places, and tabulates and reports the results of elections. The office also registers voters and provides information to the public regarding political jurisdictions and elections.

17b. For the cost of the services provided by the Elections/Registrar of Voters, San Bernardino County spends about \$8 per household per year of which \$5 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Elections/Registrar of Voters compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

17c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Elections/Registrar of Voters?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

18. Road Maintenance

18a. How familiar are you with the services provided by County Road Maintenance?

- ☐ (3) Not familiar at all – read description, then continue with Q18b
☐ (2) Somewhat familiar - skip agency description and go directly to Q18b
☐ (1) Very familiar - skip agency description and go directly to Q18b

Agency Description [READ if NOT FAMILIAR]

The division maintains certain roadways throughout the county, generally those outside of incorporated cities and those in remote locations. This maintenance includes road surface and bridge maintenance as well as traffic management such as installation of traffic signals and road markings.

18b. For the cost of the services provided by Road Maintenance, San Bernardino County spends about \$178 per household per year of which \$62 is funded from local taxes. Knowing this, would you rate the value of the services provided by Road Maintenance compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

18c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by Road Maintenance?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

19. Sheriff

19a. How familiar are you with the services provided by Sheriff?

- ☐ (3) Not familiar at all – read description, then continue with Q19b
☐ (2) Somewhat familiar - skip agency description and go directly to Q19b
☐ (1) Very familiar - skip agency description and go directly to Q19b

Agency Description [READ if NOT FAMILIAR]

The Sheriff provides patrol and crime investigation, to the unincorporated areas of the county and to 14 of the county's 24 cities that choose not to have their own police departments and instead contract with the Sheriff. The department also operates a crime lab, aircraft, communications dispatch, search and rescue activities, and provides courthouse security. The department also operates county jails.

19b. For the cost of the services provided by the Sheriff, San Bernardino County spends about \$488 per household per year of which \$295 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Sheriff compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

19c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Sheriff?

___(3) Less

___(1) More

___(2) Same

___(9) Don't know/not sure

20. Veteran's Affairs

20a. How familiar are you with the services provided by Veteran's Affairs?

___(3) Not familiar at all – read description, then continue with Q20b

___(2) Somewhat familiar - skip agency description and go directly to Q20b

___(1) Very familiar - skip agency description and go directly to Q20b

Agency Description [READ if NOT FAMILIAR]

Veteran's Affairs provides information and assistance to military veterans, their dependents, and their survivors in securing the benefits to which they are entitled. These benefits include medical care, insurance, home loans, pensions, education, and vocational rehabilitation.

20b. For the cost of the services provided by Veteran's Affairs, San Bernardino County spends about \$2 per household per year from local taxes. Knowing this, would you rate the value of the services provided by Veteran's Affairs compared to the cost of those services as:

___(4) VERY POOR

___(1) EXCELLENT

___(3) SOMEWHAT POOR

___(9) [do not read] Don't know

___(2) GOOD or

20c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by Veteran's Affairs?

___(3) Less

___(1) More

___(2) Same

___(9) Don't know/not sure

21. Treasurer-Tax Collector

21a. How familiar are you with the services provided by the County Treasurer-Tax Collector?

___(3) Not familiar at all – read description, then continue with Q21b

___(2) Somewhat familiar - skip agency description and go directly to Q21b

___(1) Very familiar - skip agency description and go directly to Q21b

Agency Description [READ if NOT FAMILIAR]

The County Treasurer-Tax Collector collects and accounts for property taxes, fees for county licenses, court-ordered payments and payments for other county services. The office also manages the investment of public funds.

21b. For the cost of the services provided by the County Treasurer-Tax Collector, San Bernardino County spends about \$13 per household per year of which \$4 is funded from local taxes. Knowing this, would you rate the value of the services provided by the Treasurer-Tax Collector compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

21c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Treasurer-Tax Collector?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

22. Flood Control

22a. How familiar are you with the services provided by County Flood Control District?

- ☐ (3) Not familiar at all – read description, then continue with Q22b
☐ (2) Somewhat familiar - skip agency description and go directly to Q22b
☐ (1) Very familiar - skip agency description and go directly to Q22b

Agency Description

The Flood Control District develops and maintains an extensive system of dams, conservation basins, channels, and storm drains to divert floodwaters away from homes, businesses, and roadways.

22b. For the cost of the services provided by Flood Control, San Bernardino County spends about \$192 per household per year of which \$43 is funded from local taxes. Knowing this, would you rate the value of the services provided by Flood Control compared to the cost of those services as:

- | | |
|--|---|
| <input type="checkbox"/> (4) VERY POOR | <input type="checkbox"/> (1) EXCELLENT |
| <input type="checkbox"/> (3) SOMEWHAT POOR | <input type="checkbox"/> (9) [do not read] Don't know |
| <input type="checkbox"/> (2) GOOD or | |

22c. If the decision was yours, would you spend LESS, the SAME, or MORE in County taxes for the services provided by the Flood Control District?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> (3) Less | <input type="checkbox"/> (1) More |
| <input type="checkbox"/> (2) Same | <input type="checkbox"/> (9) Don't know/not sure |

OTHER ISSUES

23. Do you feel the county is doing enough to promote economic development, such as attracting jobs to this area and helping businesses succeed?

- ☐ (1) Yes ☐ (2) No

24. Would you rate the county's efforts to ensure that restaurants are sanitary as:

- ☐ (1) Excellent
☐ (2) Good
☐ (3) Fair
☐ (4) Poor
☐ (9) Don't know

25. **How confident are you that you would know how to contact the appropriate county agency to assist you with a particular problem?**
___(1) Very Confident
___(2) Confident
___(3) Not Confident
26. **How responsive do you think the county would be in helping you to solve a particular problem?**
___(1) Very responsive
___(2) Somewhat responsive
___(3) Unresponsive
___(9) Don't know
27. **How would you rate the county's efforts to control how land is used for development and open spaces in areas outside cities?**
___(1) Excellent
___(2) Good
___(3) Fair
___(4) Poor
___(9) Don't know
28. **How would you rate the quality of programs being offered to the county's senior citizens, such as housing, meals, and home care?**
___(1) Excellent
___(2) Good
___(3) Fair
___(4) Poor
___(9) Don't know
29. **How would you rate the availability of recreational opportunities within the county?**
___(1) Excellent
___(2) Good
___(3) Fair
___(4) Poor
___(9) Don't know

DEMOGRAPHICS

Before we end the survey, may I ask you a few demographic questions to ensure that our survey is representative of the County?

30. **Do you live inside or outside of the city limits of a community in San Bernardino County?**
___(1) Inside
___(2) Outside

31. How many years have you lived in San Bernardino County?

- ___ (1) less than 5 years
___ (2) 5-20 years
___ (3) more than 20 years

32. How many persons in your household (counting yourself), are?

Under age 5	___	20 - 24 years	___	55-64 years	___
5 - 9 years	___	25 - 34 years	___	65+ years	___
10 - 14 years	___	35 - 44 years	___		
15 - 19 years	___	45 - 54 years	___		

33. Are you currently employed?

- ___ (1) Yes – ask 33a
___ (2) No – skip to 34

33a. Where are you employed?

- ___ (1) At home
___ (2) Outside the home in San Bernardino County
___ (3) Outside San Bernardino County

34. What is your home street address? [verify the address with the address on calling list]

Street: _____

City: _____ Zip: _____

This Concludes the Survey.
San Bernardino County Thanks You For Your Time.